

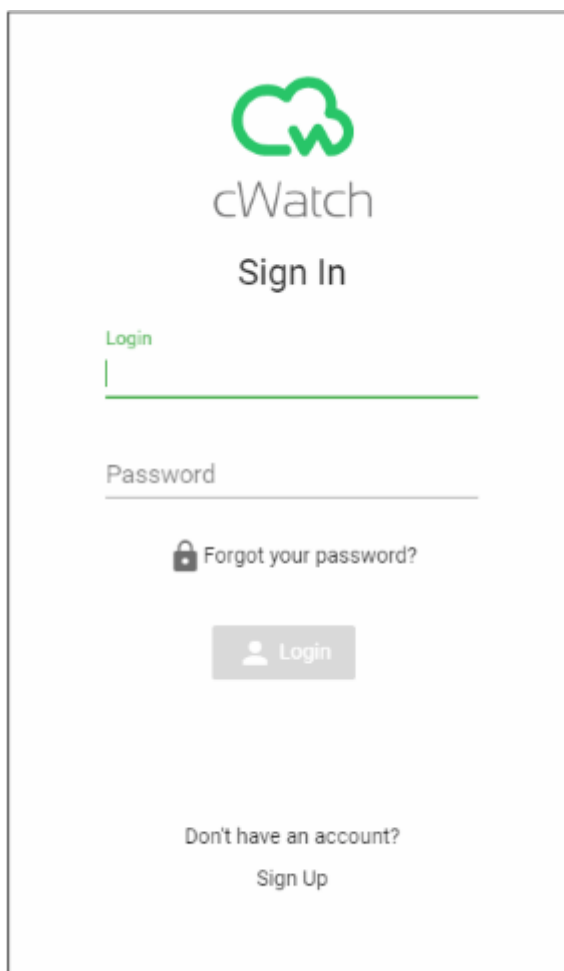
Introduction to cWatch Partner Portal

This document explains how partners can add customers, distribute licenses, configure customer websites and more.

- **Login to your Account**
- **Add Admin Users**
- **Add and Manage Customers**
- **Distribute and Manage Licenses**
- **Configure Customer Websites**
- **Manage Notifications**
- **The 'Customer and License Management' Interface**
 - **View Customer Details and Licenses**
- **Admin Overview**
- **Configure Additional Settings**
 - **White Label your Customer Portal**
 - **Set License Purchase Link**
 - **Set SSL Certificate Purchase Link**
- **Membership Plans**
- **Manage your CAM Account**

Login to your Account

- Visit <https://partner.cwatch.comodo.com/#/login>



The screenshot shows the cWatch Sign In page. At the top is the cWatch logo, which consists of a green cloud-like shape with a white 'w' inside. Below the logo is the text 'cWatch' and 'Sign In'. There are two input fields: 'Login' and 'Password'. Below the 'Password' field is a link for 'Forgot your password?'. Below that is a 'Login' button. At the bottom of the page, there is a link for 'Don't have an account? Sign Up'.

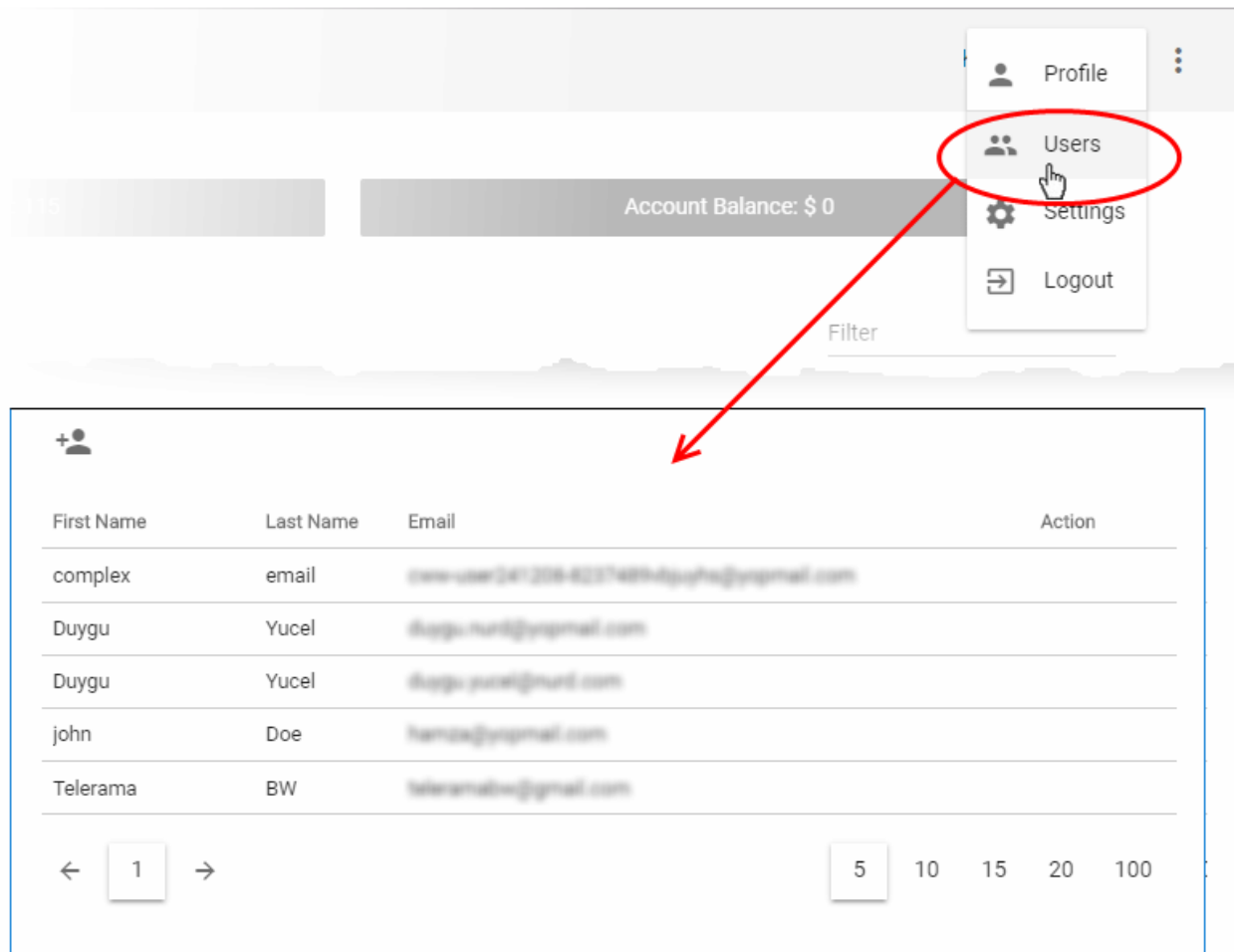
- **Login** - Enter your Comodo partner account credentials and click 'Login'
 - Click 'Forgot your password?' to reset your password. You will be redirected to https://accounts.comodo.com/account/forget_password. Complete the password reset procedure.
- **Don't have an account** - Become a Comodo partner / reseller and enjoy discounts from selling Comodo products to your customers. Click 'Sign Up' and complete the partner enrollment procedure at https://accounts.comodo.com/reseller/management/create_account


Add Admin Users

- This section explains how to add fellow admins to the cWatch partner portal and assign them permissions as required.
- You can skip this section if you do not want to add additional admins.

Add an admin

- Login to the cWatch partner portal
- Click the user icon at the top right and select 'Users':



- This opens a list of existing admins
- Click the add user icon - 
- Specify the new admin's name, email address, contact details and permissions:

Add User

User Information

Email	First Name	Last Name	Organization	State	City
Max 50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters

Country Password Confirm Password

Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces

User Permissions

Customer and License Management	Settings	User Management	Admin Overview
<input type="checkbox"/> Add Customer	<input type="checkbox"/> Get and Update Click to Buy Link	<input type="checkbox"/> Edit Own Profile details	<input type="checkbox"/> Export to CSV
<input type="checkbox"/> Add Site	<input type="checkbox"/> Get and Update SSL Link		<input type="checkbox"/> Login As
<input type="checkbox"/> Deactivate License			<input type="checkbox"/> Creates Malware Removal Request
<input type="checkbox"/> Distribute Paid License			<input type="checkbox"/> Manage SSL
<input type="checkbox"/> Distribute Trial / Free License			<input type="checkbox"/> Purge Cache
<input type="checkbox"/> Import Customer			<input type="checkbox"/> Remove Site
<input type="checkbox"/> Import Site			<input type="checkbox"/> Set Cache Settings
<input type="checkbox"/> Sends activation mails to customers			<input type="checkbox"/> Set FTP/SFTP and Enable Scanner
<input type="checkbox"/> Upgrade License/ Put License Into Use			

Notifications

Manage Notifications

- Enter the email address, name, company and address details of the new admin
- Create and confirm a password for the new admin.
- Use the permission switches to enable or disable specific privileges
- Click 'Add'

You need to communicate the password to the user. The user can login to the partner portal at <https://partner.cwatch.comodo.com/#/login> using their email address as username and the password you created. It is strongly recommended that they change the password after first login.

Permissions - click the following links to view an explanation or tutorial on the privilege:

Add a customer

Add a site

Deactivate License

Distribute Paid License

Distribute Trial / Free License

Export to CSV

Import Customer

Import Site

Send activation mails to customers

Upgrade license / Put license into use

Get and update 'Click to Buy' links

Get and update SSL link

[Login as](#)

[Create 'Malware removal request'](#)

[Manage SSL](#)

[Set FTP/sFTP and enable scanner](#)

[Edit your profile](#)

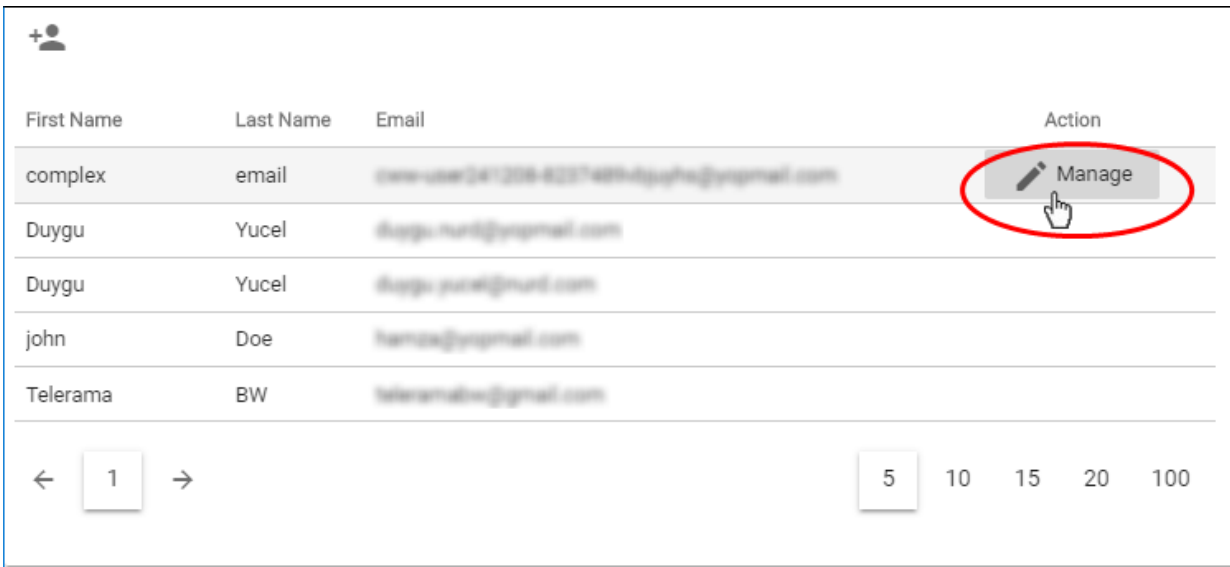
[Purge cache](#)

[Remove Site](#)

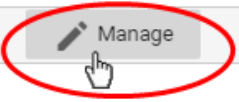
[Set cache settings](#)

Edit a user

- Click the user icon at the top right and select 'Users'



The screenshot shows a user management interface. At the top left is a '+ person' icon. Below it is a table with columns: First Name, Last Name, Email, and Action. The first row is highlighted, and the 'Action' column contains a 'Manage' button with a pencil icon, which is circled in red. Below the table is a pagination control with a left arrow, a box containing '1', a right arrow, and a set of boxes containing '5', '10', '15', '20', and '100'.

First Name	Last Name	Email	Action
complex	email	com-user241218-82274894jyqhs@gmail.com	
Duygu	Yucel	duygu.yucel@gmail.com	
Duygu	Yucel	duygu.yucel@nurd.com	
john	Doe	john@gmail.com	
Telerama	BW	telerama@gmail.com	

- Hover your mouse over the row of a user to reveal the Manage button in the 'Action' column and click it.

The user profile screen opens:

Profile

User Information

Email	First Name	Last Name	Organization	State	City
cww-user241208-8237489vb	complex	email	comodo		
Max 50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters
Country	Password		Confirm Password		
Turkey	Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces				

User Permissions

Customer and License Management	Settings	User Management	Admin Overview
<input checked="" type="checkbox"/> Add Customer	<input type="checkbox"/> Get and Update Click to Buy Link	<input checked="" type="checkbox"/> Edit Own Profile details	<input type="checkbox"/> Export to CSV
<input type="checkbox"/> Add Site	<input type="checkbox"/> Get and Update SSL Link		<input type="checkbox"/> Login As
<input type="checkbox"/> Deactivate License			<input type="checkbox"/> Creates Malware Removal Request
<input type="checkbox"/> Distribute Paid License			<input type="checkbox"/> Manage SSL
<input type="checkbox"/> Distribute Trial / Free License			<input type="checkbox"/> Purge Cache
<input type="checkbox"/> Import Customer			<input type="checkbox"/> Remove Site
<input type="checkbox"/> Import Site			<input type="checkbox"/> Set Cache Settings
<input type="checkbox"/> Sends activation mails to customers			<input type="checkbox"/> Set FTP/SFTP and Enable Scanner
<input type="checkbox"/> Upgrade License/ Put License Into Use			

Notifications

Manage Notifications

- Edit the details of the user as required. Note - The email address of the user is not editable.
- To change the password for the user, enter the new password in the Password field and re-enter the same in the 'Confirm Password' field.
- Click Update to save your changes

Remove a user

- Click the user icon at the top right and select 'Users'
- Hover your mouse over the row of a user to reveal the Manage button in the 'Action' column and click it

The user profile screen opens as shown **above**:

- Click 'Delete User'

A confirmation screen appears:

Remove User

tel@comodo@gmail.com

Warning: If you remove this user you will not be able to resuscitate it later.
All information will be deleted.

Do you still want to remove "tel@comodo@gmail.com"?

Enter user email

- Enter the email address of the user and click 'Delete'

The user is removed from the partner portal. All data associated with the user are also deleted.

Add and Manage Customers

- This section explains how to add customers to the cWatch partner portal.
- Afterwards, you can distribute licenses to them and activate cWatch protection on their websites.
- You can add customers one at a time or import customers in bulk from a CSV file.

Please use the following links to learn more:

- [Add a single customer](#)
- [Import customers from a CSV file](#)
- [The 'Customer and License Management' interface](#)
- [View customer details and licenses](#)

Add a single customer

- Login to the cWatch partner portal
- Open the 'Customer and License Management' tab:


The screenshot displays the cWatch Partner Portal interface. At the top, there are navigation tabs: "Customer and License Management" (active), "Admin Overview", and "Notifications". Below the navigation, three summary cards show: "Total Customers: 162", "Sites on cWatch: 115", and "Account Balance: \$ 0".

Below the summary cards is an actions menu with icons for adding customers, managing licenses, and other functions. A "Filter" input field is also present.

The main content area contains a table of customer data:

<input type="checkbox"/>	↓ Customer	↓ Account Activation Email	↓ Valid License Count	↓ Sites on cWatch
<input type="checkbox"/>	cust1_sp4@yopmail.com	Sent	1	4
<input type="checkbox"/>	cust20022018@yopmail.com	Sent	0	1
<input checked="" type="checkbox"/>	cust2_sp4@yopmail.com	Not Sent Yet	0	0
<input type="checkbox"/>	cust3_sp4@yopmail.com	Sent	0	0
<input type="checkbox"/>	customernew1810@yopmail.c...	Sent	0	0

At the bottom of the table, there is a pagination control showing page 5 of 33, with options to view 5, 10, 15, 20, or 100 items per page.

- This opens a list of existing customers
- Click the  icon in the actions menu
- OR
- Click the menu button at top-right and select 'Add Customer'

The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation links: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below these are two summary boxes: 'Total Customers: 162' and 'Sites on cWatch: 115'. A row of icons is visible, with the first icon (a person with a plus sign) circled in red. A red arrow points from this icon to a modal form titled 'Add Customer'. The form has the following fields:

- Name:** Accepts 2-50 characters
- Surname:** Accepts 2-50 characters
- Email:** Max 50 characters
- Country:** A dropdown menu.
- Add Another:** A toggle switch.
- Buttons:** 'Close' and 'Add'.

- Enter the new customer's name, email address and country
- Enable 'Add Another' if you want to add multiple customers
- Click 'Add' to save the customer.
- Repeat the process if you elected to add another customer.

The 'Customer and License Management' screen lets you view and manage customers, send account activation emails, distribute licenses, add sites and more.

Import customers from a CSV file

You can add multiple customers by importing them from a comma separated values (CSV) file.


- Create a .csv file using a text editor or spreadsheet application
- Each line of the csv should contain four, separated values:
 - First name
 - Surname
 - Email address
 - Two letter country code

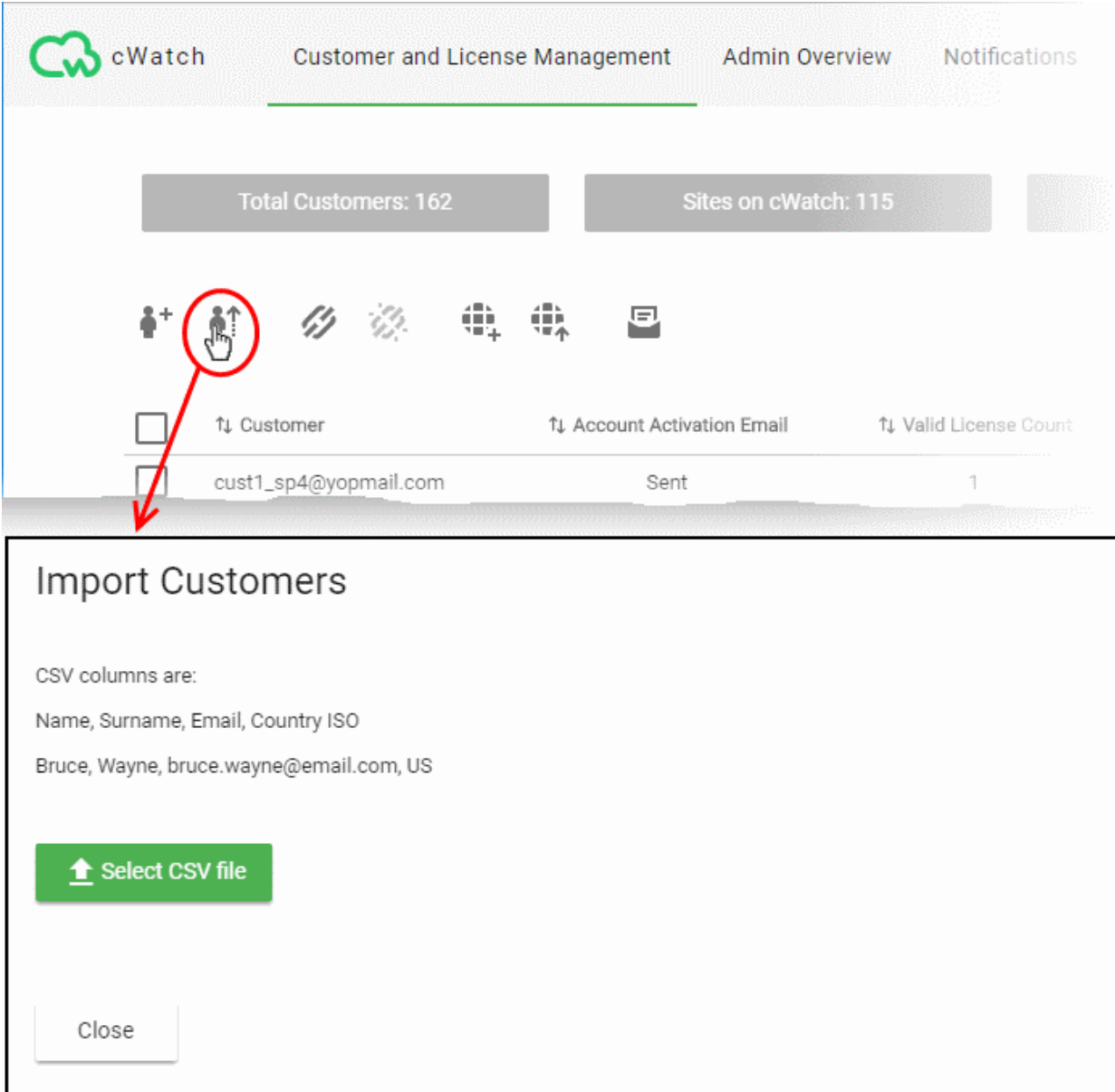
Example:

Jack,Potts,jack.potts@jacksgreatpots.com,FR

- No spaces after the commas. All fields are mandatory.
- The file should not contain column headers and each line should contain a single customer.
- Open the 'Customer and License Management' tab > Click the 'Import Customers' button
- Click 'Select CSV file', browse to the file you just created and upload the file.
- The customers are imported to cWatch.

To import users from a CSV file

- Login to the cWatch partner portal
- Open the 'Customer and License Management' tab
- Click the 'Import Customers' icon  on the top OR
- Click the menu icon at the top right and choose 'Import Customers' from the options



The screenshot displays the cWatch Partner Portal interface. At the top, there are navigation tabs: 'Customer and License Management' (active), 'Admin Overview', and 'Notifications'. Below the navigation, there are two summary cards: 'Total Customers: 162' and 'Sites on cWatch: 115'. A row of icons is visible, with the 'Import Customers' icon (a person with an upward arrow) circled in red and a red arrow pointing to the 'Import Customers' button in the modal window below. The modal window, titled 'Import Customers', contains the following text:

CSV columns are:
Name, Surname, Email, Country ISO
Bruce, Wayne, bruce.wayne@email.com, US

Below the text is a green button labeled 'Select CSV file' and a 'Close' button at the bottom.

- Click 'Select CSV file' and browse to the CSV file and click 'Open'

The customers in the CSV file are added to cWatch. You can view and manage the customer(s), send account activation emails, distribute licenses, add sites and more from the 'Customer and License Management' screen.


Distribute and Manage Licenses

- This section explains how you can distribute paid and trial licenses to customers.
- The cost of paid licenses will be deducted from your account by Comodo. It is your responsibility to charge and collect fees from your customers by whichever method suits your business model.
 - You can deposit funds to purchase licenses in Comodo Accounts Manager (CAM). Login at <https://accounts.comodo.com>. See **Manage your CAM Account** for more.
- CWatch sends an account activation email to the customer when you distribute their first license to them.
 - You can view, edit and enable/disable automatic mails in 'Notifications' > 'Account Activation Mail' > 'Settings'.
 - To manually send an activation mail instead, click 'Customer and License Management' > select a customer from the list > click the email icon:
 - See **Send Account Activation Email** if you need more help with this.
- You can distribute only one license at a time.
- You can deactivate licenses that are not required for a customer.

Please use the following links to learn more:

- **[Distribute a License](#)**
- **[Send Account Activation Email](#)**
- **[Deactivate Customer Licenses](#)**

Distribute a license

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to distribute a license.
- Click the chain link icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Distribute License'

The screenshot displays the cWatch Partner Portal interface. At the top, there are navigation links: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below these are two summary boxes: 'Total Customers: 169' and 'Sites on cWatch: 115'. A row of icons is visible, with the 'Distribute License' icon (a hand pointing to a document) circled in red. Below the icons is a table with columns for 'Customer', 'Account Activation Email', and 'Valid License Count'. The table shows two entries: one for 'herculespopular22@gmail.com' with 'Not Sent Yet' and '0', and another for 'hertjumph@gmail.com' with 'Already active' and '0'. A red arrow points from the circled icon to the 'Distribute License' modal window. The modal is titled 'Distribute License' and is for the customer 'herculespopular22@gmail.com'. It features a progress bar with three steps: '1 Select License', '2 Submit', and '3 Done'. Below the progress bar, there are dropdown menus for 'License', 'Terms', and 'Quantity' (set to 1). At the bottom of the modal are 'Close' and 'Next' buttons.

- Select the license type, term and quantity of licenses you want to distribute.
 - **License** - Available licenses:
 - Starter
 - Starter Paid with Trial
 - Basic
 - Pro
 - Pro Paid with Trial
 - Pro Trial 30
 - Pro Trial 60
 - Premium
 - Premium Paid with Trial
 - Premium Trial 30
 - Premium Trial 60

Note:

- The following licenses will auto-upgrade to the paid version at the end of the 30 day trial:
 - Starter Paid with Trial
 - Pro Paid with Trial

- Premium Paid with Trial
- You can upgrade other trial licenses to paid licenses from the Customer Details interface.
 - See **Upgrade a License** in **View Customer Details and Licenses** for help with this.

- Comodo recommends using a 'Premium Trial 30' license so that the customer gets the full cWatch experience.
 - See **Membership Plans** to view the various features that each license unlocks for the customer.
- **Auto-Renewal** - Applies only to paid licenses. Comodo will automatically issue a replacement license when the original expires. The cost of the license will be deducted from your account funds.

1 Select License

License	Terms	Quantity
Pro	1 Month	1

Auto Renewal

Close Next

- **Terms** - Choose the license validity period for the license. The terms available depend on the license type.
- **Quantity** - The number of licenses. The field is pre-populated with '1' and is not editable.
- Click 'Next'
- The license confirmation is shown.

Distribute License

herculespopular22@gmail.com

1 Select License — 2 Submit — 3 Done

License: Premium Trial 30 Terms: 1 Month Quantity: 1

Customer #	Name	Surname	Email
1	Hercules	Popular	herculespopular22@gmail.com

Close Back Submit

- Click 'Back' to change license details if required.
- Click 'Submit'.

Distribute License

herculespopular22@gmail.com

✓ Select License ————— ✓ Submit ————— 3 Done


License: Premium Trial 30 Terms: 1 Month Quantity: 1

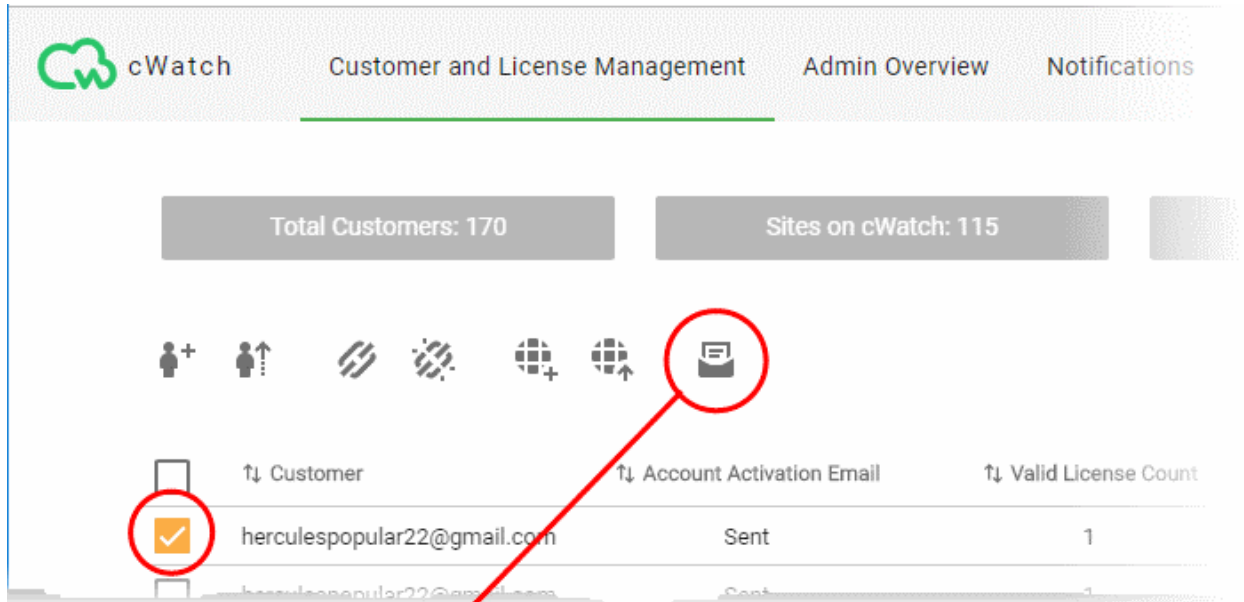
Cus...	Name	Surname	Email	Status	License Key
1	Hercules	Popular	herculespopu...	Success	a0fea703-410c-4f4a-b781-c77683dc4d...

Close

- cWatch will generate a license key and send an order confirmation mail to the customer.
- The customer will also receive an account activation mail if this is their first license. The mail contains a link to login to cWatch at <https://login.cwatch.comodo.com/login> and finish their account registration.
- You can also send or re-send the account activation email manually at any time.
 - Click 'Customer and License Management' > select a customer from the list > click the email icon:
 - You can see the status of the mail in the 'Customer and license Management interface' > 'Account Activation Email' column.
 - See **Send Account Activation Email** if you need more help with this.

To manually send an account activation email

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to send activation email
- Click the notification mail icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Send Email'



Send Activation Email

1 Customers Activation Email Will Be Send 2 Submit

When you click submit, activation email will be sent to customer(s) in given list.

Customer

herculespopular22@gmail.com

A confirmation is shown.

- Click 'Submit'

The activation email is sent.

Send Activation Email

1 Customers Activation Email Will Be Send 2 Submit


Activation email(s) are being sent to customer(s) in given list. You can check the progress under 'Activation Email' column

Customer	Message	Status
herculespopular22@gmail.com	Activation e-mail successfully sent	YES

Close

Deactivate a Customer License

You can deactivate licenses that you no longer require. Deactivated licenses are removed from the customer account and are invalidated.

- Open the 'Customer and License Management' tab
 - Select the customer whose license you want to deactivate
 - Click the broken chain link icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Deactivate License'

Total Customers: 170 Sites on cWatch: 115

Customer and License Management Admin Overview Notifications

Customer Account Activation Email Valid License Count

Customer	Account Activation Email	Valid License Count
herculespopular22@gmail.com	Sent	7
herculespopular22@gmail.com	Sent	1

Deactivate Licenses

herculespopular22@gmail.com

1 Select Licenses 2 Done

<input type="checkbox"/>	License Key	License Type	Order Date	Expire Date	Domain Count
<input checked="" type="checkbox"/>	02afb4d1-e326-40b0-b344...	Starter Paid with Tr...	2018-10-11	2018-12-11	1
<input type="checkbox"/>	39c0a7b2-4584-43b7-aa8...	Basic (Detection)	2018-11-09	Unlimited	1
<input type="checkbox"/>	3e0a83dc-3d9a-4bf8-a8a7...	Premium	2018-10-11	2018-12-11	1
<input type="checkbox"/>	42ca3f8f-051e-440d-bf12-...	Pro Trial 30 Days	2018-11-09	2018-12-09	1
<input type="checkbox"/>	46a9984a-f62b-490a-9ed1...	Basic (Detection)	2018-10-11	Unlimited	1
<input type="checkbox"/>	624e662f-5ab7-4b46-96cc...	Premium Trial 60 D...	2018-11-10	2019-01-10	1
<input type="checkbox"/>	cec35c7f-6ac8-4cd3-b665...	Basic (Detection)	2018-11-27	Unlimited	1

- Select all licenses you want to remove and click 'Deactivate'

1 Select Licenses 2 Done

License Key	Message	Result
02afb4d1-e326-40b0-b344-62dbea...	Deactivated	✓

The selected licenses are invalidated and can no longer be associated with customer websites.


Configure Customer Websites

- This section explains how you can add a customer's website to cWatch.
- After adding a site, your customer needs to configure their DNS to route traffic through cWatch. They also need to upload the cWatch agent to enable malware scans.
- Each domain requires one license. Please make sure you have enough licenses to cover the domains you want to protect.

There are three ways you can add customer websites to cWatch:

- **Add websites using the wizard**
- **Add multiple sites by importing from CSV**
- **Add websites from the 'Customer Details' interface**

Add websites using the wizard

- The 'Add Sites' wizard lets you create new sites in cWatch and associate them with licenses.
 - Open the 'Customer and License Management' tab
 - Select the customer for whom you want to add the site
 - Click the 'Add Sites' icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Add Sites'

This starts the wizard:

The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation links: "Customer and License Management", "Admin Overview", and "Notifications". Below this, two summary boxes show "Total Customers: 171" and "Sites on cWatch: 116". A table lists customer details, with a red circle highlighting a grid icon in the toolbar above it. An arrow points from this icon to the "Add Sites" modal window below. The modal window is titled "Add Sites" and shows the customer "herculespopular22@gmail.com". It has a progress bar with three steps: "1 Define Sites", "2 Submit", and "3 Done". The "Define Sites" step is active, showing fields for "Customer" (herculespopular22@gm...), "Domain" (with a placeholder "(subdomain).example.com without http(s)://"), "License", and "Dns Service" (Initiate DNS and Auto SSL). A "Next" button is visible at the bottom of the modal.

Step 1 - Define Sites

- **Domain** - Enter the website URL without http/https at the start. E.g. - example.com or subdomain.example.com.
- **License** - Select the customer license you would like to apply to this site
- **DNS Service** - The options available are:
 - **No DNS** - Add a website but don't use Comodo DNS. DNS must be setup later by you or the customer in order to configure cWatch protection.
 - **Initiate DNS** - Retrieves the DNS records of the website then implements these records in cWatch (dnsByComodo service). Your customer now only needs to point their name servers to cWatch in order to enable the service. This saves your customer the step of adding CNAME and A records to cWatch for each of their sites.
 - **Initiate DNS and Auto SSL** - Configures DNS as explained above and also provides the customer a with with a free SSL certificate. The process first checks if the customer's name servers are pointing to dnsByComodo. After verification, cWatch generates a key pair, requests the certificate, creates a CNAME DNS record on dnsbyComodo, validates the domain, collects the certificate and installs it on cWatch edge servers.
The certificate will encrypt traffic between the CDN servers and the website's visitors. This will not secure the connection between the customer's server (where the site is hosted) and the CDN (where the customer's website is cached).

- Click 'Next'

Step 2 - Submit

Add Sites

herculespopular22@gmail.com

1 Define Sites
2 Submit
3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

Customer	License Title	Domain Name	DNS-SSL	Expiration Date	Auto Renewal
herculespopular22@...	Pro Trial 30 Days	herculespopular22.net	DNS and auto SSL	2019-01-07	NO

Close
Back
Submit

- Review the website and license parameters and settings
- Click 'Back' to change settings, if required
- Click 'Submit'

Step 3 - Finalization

Add Sites

herculespopular22@gmail.com

1 Define Sites
2 Submit
3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

Close

- Click 'Close'

cWatch protection is enabled on the site once provisioning is complete. You can see the progress in the 'Site Provisioning' column of the customer details screen:

- Open the 'Customer and License Management' tab
- Click on the row of a customer whose details you want to view
- The site integration status is displayed in the Site Provisioning column under 'Licenses'.

Licenses

↓

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status
Premium Trial 3...			2018-12-06	2019-01-06	NO	Valid
Pro Trial 30 Days	herculespopula...	Completed	2018-12-07	2019-01-07	NO	Valid

- See [View Customer Details and Licenses](#) for more details.

Import Customer Websites from a CSV file

- You can add multiple websites by importing from a comma separated values (CSV) file.

Create CSV File

There are two ways to do this:

- [Create a new CSV file](#)
- [Download template from cWatch and modify it](#)

Create a new CSV file

- Create a .csv file using a text editor or spreadsheet application
- Each line of the csv should contain five, separated values:
 - Email address of the customer
 - Domain name
 - License key
 - Initiate DNS
 - Auto SSL

Example:


```
jack.potts@jacksgreatpots.com,jacksgreatpots.com,7bd632bc-81b4-4ca0-b187-8c78901a194f,true,false
```

- No spaces after the commas. All fields are mandatory.
- The file should not contain column headers and each line should contain a single customer.

To get a customer's license keys

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen
- Click 'Download' below 'Licenses' to download a list of their license keys

Download and modify a template

- Open the 'Customer and License Management' tab
- Click the 'Import Sites' icon 
- OR
- Click the menu icon at top-right and choose 'Import Sites' from the options

Total Customers: 171 **Sites on cWatch: 116**

<input type="checkbox"/>	↑↓ Customer	↑↓ Account Activation Email	↑↓ Valid License Co
<input type="checkbox"/>	01pp_11102018@sharklasers.com	Sent	1
<input type="checkbox"/>	1201112@yopmail.com	Sent	0

Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File 2 Upload 3 Done

CSV columns are:
Email, Domain Name, License Key, Initiate DNS, Auto SSL

username@email.com,example.com,12345678-1234-1234-1234-123456789,true,false

[↑ Select CSV file](#)


[↑ Export Template CSV](#) [Close](#)

- Click 'Export Template CSV' at the bottom of the 'Import Sites' screen
- The export file is a list of your customers and their license keys:

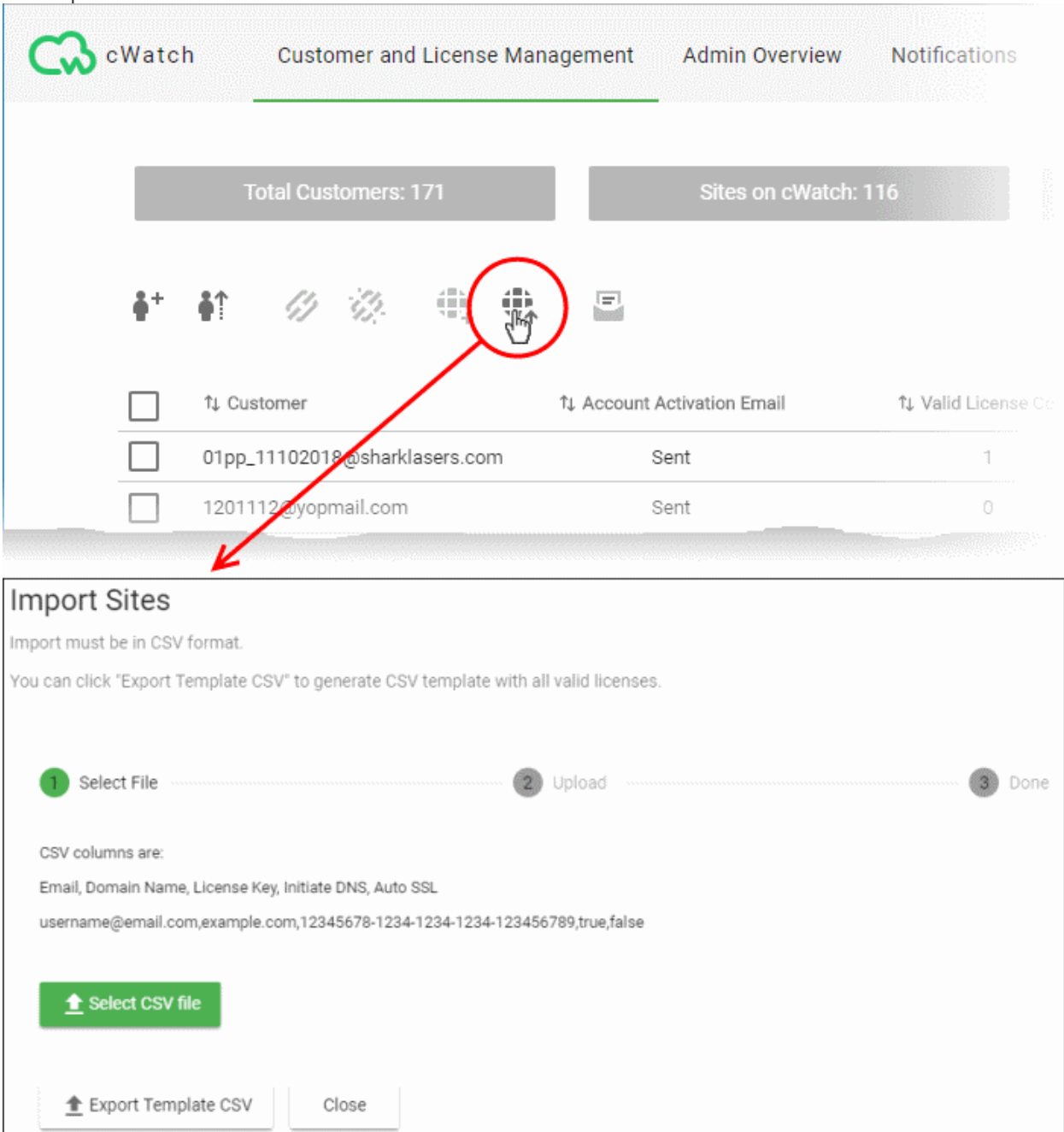
	A	B	C	D	E	F
1	Customer Email	Domain Name	License Key	Initiate DNS	Auto SSL	
2	01pp_11102018@sharklasers.com	domain_name	79109289-6460-4f3a-8dd6-541e22a12441	false	false	
3	1202@yopmail.com	domain_name	40a3ba7d-5c12-4e6e-b3c7-985ff1fce885	false	false	
4	a11@yopmail.com	domain_name	61965cd7-50cd-4ddd-979b-89589100d76a	false	false	
5	atlasroadster@gmail.com	domain_name	d55384c8-fe9a-49bc-a5b4-d00216fa57aa	false	false	
6	cusp_prod_001@yopmail.com	domain_name	5f38dbac-02ee-47a3-be1a-8f715917ec42	false	false	
7	cust1_sp2@yopmail.com	domain_name	8decede5-7caf-4274-8afa-582bacb0292a	false	false	
8	customerwithpartner@gmail.com	domain_name	42ca3f8f-051e-440d-bf12-3e1dd52b1621	false	false	
9	customerwithpartner@gmail.com	domain_name	624e662f-5ab7-4b46-96cc-bc13bb8b976c	false	false	
10	customerwithpartner@gmail.com	domain_name	cec35c7f-6ac8-4cd3-b665-3b5b93df0934	false	false	
11	cww12222170720@yopmail.com	domain_name	f16455a5-08b8-4820-9995-a91f30a6f5da	false	false	
12	cww14091072019@yopmail.com	domain_name	64add82c-8405-45ef-8d2f-14e398089e64	false	false	
13	cwwdemo10000@yopmail.com	domain_name	342e848b-8db3-4171-bfe2-1986f45a6444	false	false	

- Delete all rows that you don't need. Keep the rows with customers/licenses for whom you want to add sites.
- Enter the domain you want to add for the customer in column B
- Edit the 'Initiate DNS' and 'Auto SSL' columns as required.
- Save the CSV file

To import websites from a CSV file

- Open the 'Customer and License Management' tab
- Click the 'Import Sites' icon 
- OR
- Click the menu icon at top-right and choose 'Import Sites'

The 'Import Sites' wizard starts:



Import Sites
Import must be in CSV format.
You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File 2 Upload 3 Done

CSV columns are:
Email, Domain Name, License Key, Initiate DNS, Auto SSL
username@email.com,example.com,12345678-1234-1234-1234-123456789,true,false

- Click 'Select CSV File', browse to the file you want to import and click 'Open'

- Domain details will be fetched from the file and shown in the interface as follows:

Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File ————— 2 Upload ————— 3 Done

Email	Domain	License
atlasroadster@gmail.com	atlasroadster.com	Basic (Detection) (1 Sites)
herculespopular22@gmail....	hercule.com	Premium Trial 30 Days (1 Sites / 31 Days Left)

- Click 'Submit' to import the information into cWatch

Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File ————— 2 Upload ————— 3 Done

Email	Domain	License
atlasroadster@gmail.com	atlasroadster.com	Basic (Detection) (1 Sites)
herculespopular22@gmail....	hercule.com	Premium Trial 30 Days (1 Sites / 31 Days Left)

- Click 'Close' to finish the wizard.

The process may take a few minutes. You can view import status in the 'Customer Details' screen:

Licenses

↓

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status
Premium Trial 3...			2018-12-06	2019-01-06	NO	Valid
Pro Trial 30 Days	herculespopula...	Completed	2018-12-07	2019-01-07	NO	Valid

- See [View Customer Details and Licenses](#) if you need help with this screen.

Manage Notifications

- This section explains how to configure your outgoing mail server and the system emails sent to your customers.
- System mails include account activation emails, license distribution mails, malware notifications and more.
- Click the 'Notifications' tab

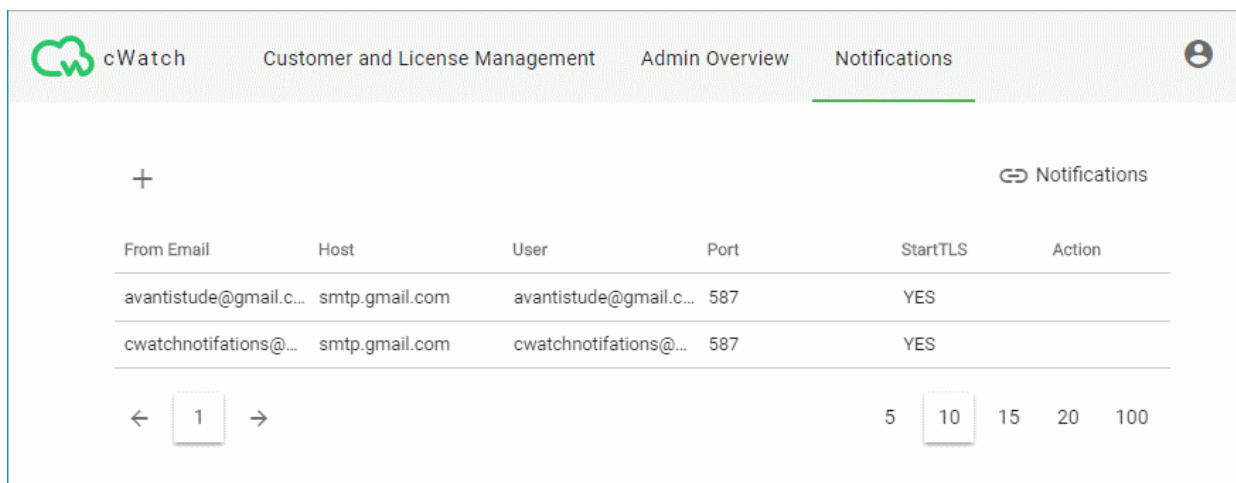
and License Management Admin Overview **Notifications**

Enabled	Action
YES	Email Settings
YES	

- Click the button at top-right to switch between email server settings and the notification editor.
 - **Email Settings** - Configure outgoing email servers and mail accounts which are used to send notifications. See [Configure Email Server Settings](#) for more details.
 - **Notifications** - Edit email templates, select sender email account, and specify recipients for notifications. See [Configure Notification Email Templates and Recipients](#) for more details.

Configure Email Server Settings

- Click the 'Notifications' tab
- Click the 'Email Settings' link at top-right to open the mail server settings



- This opens a list of existing email accounts

Add a new sender email account

- Click the '+' icon at top-left
- Complete the all fields in the 'Add Sender' screen:

Add Sender

From Email	Host Name	User Name	Password	Port
------------	-----------	-----------	----------	------

StartTLS

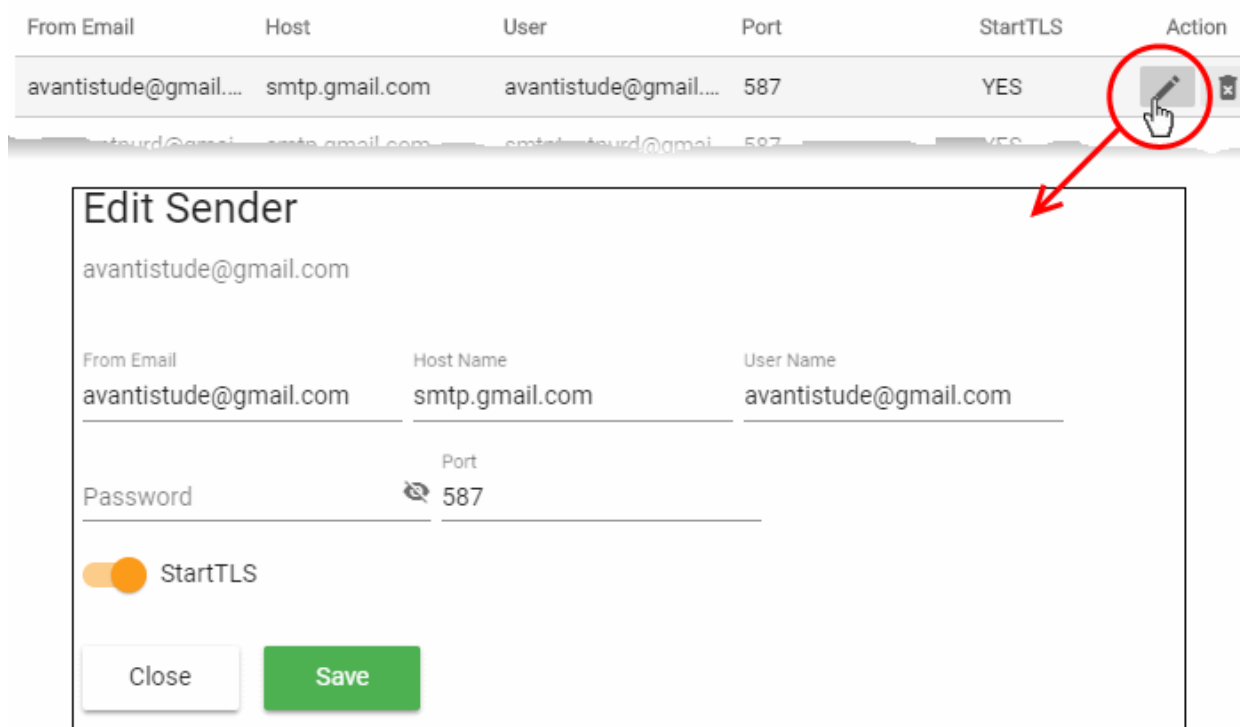
Close
Save

- **From Email** - The account from which the notification is sent. This address appears in the 'From' field of the notification email.
- **Host Name** - Enter the hostname or IP address of the SMTP server
- **User Name / Password** - The email address and password of the account used to send the notification mails
- **Port** - Enter the mail server port number for outgoing mail. It is 587 if you are using StartTLS, 25 if you are not using StartTLS.
- **StartTLS** - Enable or disable StartTLS encryption for your mails
- Click 'Save'

cWatch checks your mail server settings and, if valid, adds the sender email account to the list of senders. You can configure notification emails to be sent using this account.

Update a sender email account

- Click the 'Notifications' tab
- Click the 'Email Settings' link at the top-right to open the mail server settings
- Mouse-over the row of an email account user > Click the pencil button that appears in the 'Action' column




The 'Edit Sender' screen appears. The fields are similar to the 'Add Sender' screen explained **above**.

- Edit the details and click 'Save'

Remove a sender email account

Note: You cannot remove sender accounts which are currently associated with a notification mail. You first need to remove the sender account from the notification. You can then delete the email account if required. See **Configure Notification Email Templates and Recipients** for more help with this.

- Click the 'Notifications' tab
- Click the 'Email Settings' button at top-right to open the mail server settings
- Mouse-over the row of an email account user > Click the trashcan icon that appears in the 'Action' column

From Email	Host	User	Port	StartTLS	Action
avantistude@gmail...	smtp.gmail.com	avantistude@gmail...	587	YES	

Remove Sender

avantistude@gmail.com

Warning: If you remove this sender you will not be able to resuscitate it later.

All information will be deleted.

Do you still want to remove "avantistude@gmail.com"?

Enter Sender's Name

- Enter the email address of the sender account for confirmation
- Click 'Delete' to remove the account

Configure Notification Email Templates and Recipients

cWatch can send following notification/alert emails:

- **Account activation email** - Sent when you issue a license to a customer for the first time. The mail contains an account activation link for the customer. This allows them to create password so they can login to cWatch.
- **Distribute License** - Sent to provision a new license to a customer.
- **Malware Detected** - Sent to customers when malware is identified on managed customer websites.
- **License Expired** - Sent to customers when the validity period of a license ends. The email contains a link for the customer to renew the license.

You can implement different settings for each type of mail as required.

Configure notification mails

- Click the 'Notifications' tab
- Click the 'Notifications' link at the top right to open the notification settings interface, if not already open.

The screenshot displays the 'Notifications' section of the cWatch Partner Portal. The navigation bar includes 'cWatch', 'Customer and License Management', 'Admin Overview', and 'Notifications'. A user profile icon is visible in the top right. Below the navigation, there is a link for 'Email Settings'. The main content is a table with the following data:

Name	Enabled	Action
Malware Found	YES	
Distribute License	YES	
Account Activation Email	YES	
License Expired	YES	

At the bottom of the table, there is a pagination control showing page 1 of 5, with options for 10, 15, 20, and 100 items per page.

The events for which the notifications are sent are shown with their enabled status.

- Click on an event to configure the notification mail.
- Hover your mouse over the row of a notification to reveal the 'Settings' button in the 'Action' column and click it
- The 'Notification Settings' wizard starts:

Name	Enabled	Action
Malware Found	YES	 Settings
Distribute License	YES	

Notifications Settings


Malware Found Enabled


1 Define Email Template 2 Preview

This email (malware found) is being sent whenever a malware found at a scan.

From: Subject:

Rich text editor toolbar with options: Undo, Redo, Refresh, Bold, Italic, Underline, Strikethrough, x₂, x², Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Text Color, Background Color, Source Code, and Insert Variable.


BY **COMODO** (GMAIL)



Notify user(s)
 Notify customer(s)
 Notify account owner

Subscriber email:

- Use the switch at the top left to enable or disable the notification
- **From** - Select the email account from which the notification has to be sent to the recipients
- **Subject** - Edit the Subject line of the notification mail
- **Email Template** - Edit the content of the email displayed in the rich text editor. You can use the controls at the top to format the text
- **Insert Variable** - If you want to insert a variable like domain name, last scan date etc., place your

cursor in the text where the variable has to be inserted and select the variable from the Insert Variable drop-down. The variable will be replaced with the actual value in the mail.

- **Notify users** - Select whether or not the notification is to be sent to all admin users
- **Notify customers** - Select whether or not the notification is to be sent to the respective customer
- **Notify account owner** - Select whether or not the notification is to be sent to the primary account holder of your partner account
- **Subscriber email** - Enter the email address of the external recipient (if required) to whom the notification has to be sent.
 - Hover your mouse over the field and click the '+' icon that appears to add additional recipients



- Hover your mouse over the field and click the trash can icon that appears to remove a recipient

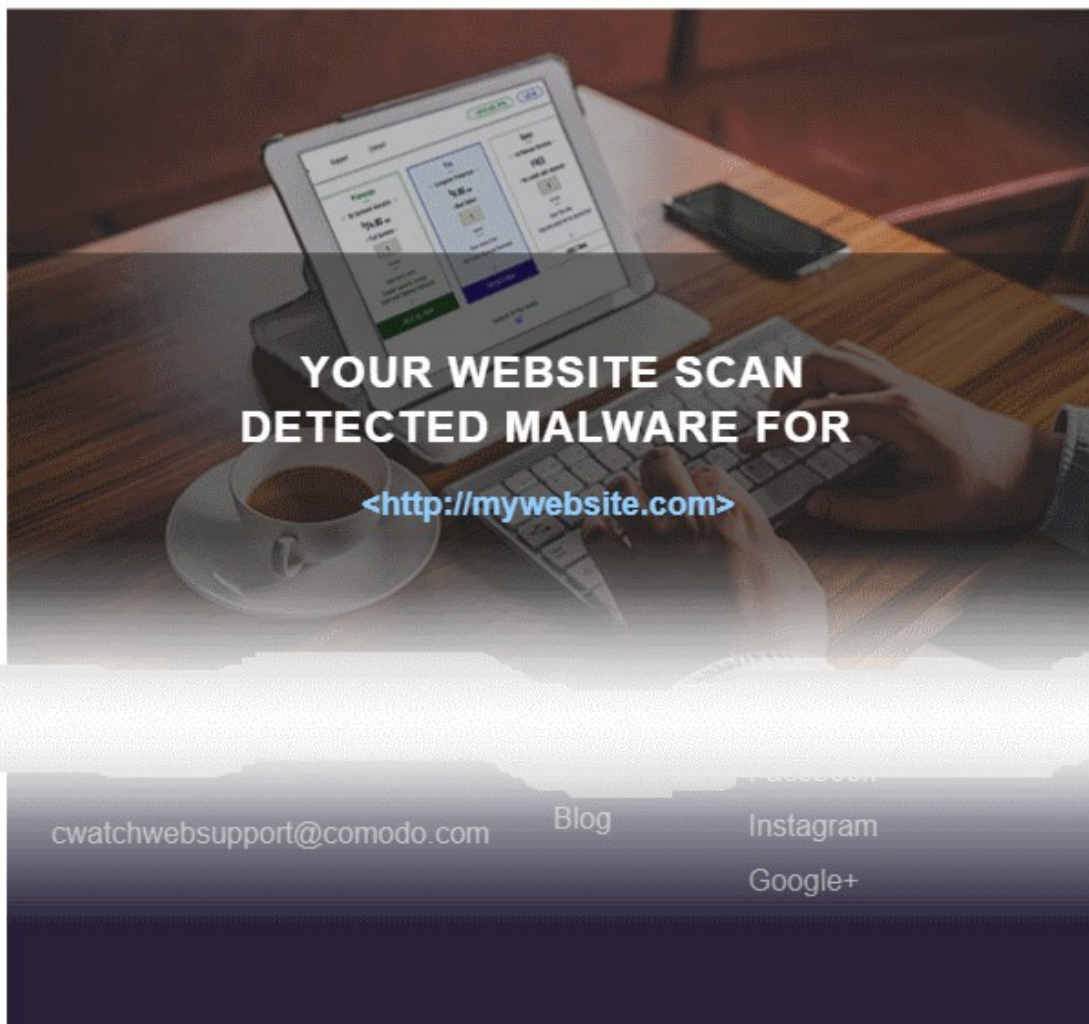


- **Revert to Default** - Click to reset the notification mail template to default content
- Click 'Preview And Save'

A preview of the full email content is shown:

1 Define Email Template

2 Preview



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Close

Back

Save

- Click 'Back' to make any changes, if required
- Click 'Save' for your changes to take effect
- Repeat the process to configure other email notifications

The 'Customer and License Management' Interface

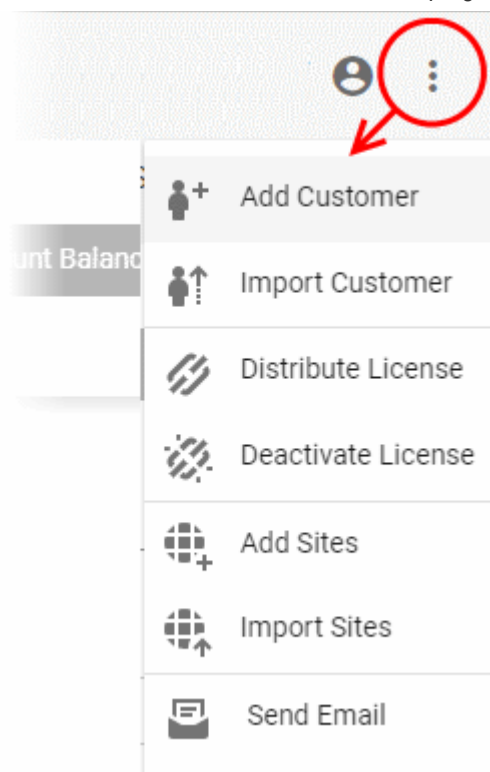
- Open the 'Customer and License Management' tab

The screenshot displays the 'Customer and License Management' section of the cWatch Partner Portal. At the top, there are navigation tabs for 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below the navigation, three summary tiles show: 'Total Customers: 162', 'Sites on cWatch: 115', and 'Account Balance: \$ 0'. A row of control icons includes a plus sign, an upward arrow, a license icon, a crossed-out license icon, a globe with a plus sign, a globe with an upward arrow, and an envelope icon. A 'Filter' input field is located to the right of these icons. Below the icons is a table with the following data:








<input type="checkbox"/>	↑ Customer	↑ Account Activation Email	↑ Valid License Count	↑ Sites on cWatch
<input type="checkbox"/>	cust1_sp4@yopmail.com	Sent	1	4
<input type="checkbox"/>	cust20022018@yopmail.com	Sent	0	1
<input checked="" type="checkbox"/>	cust2_sp4@yopmail.com	Not Sent Yet	0	0
<input type="checkbox"/>	cust3_sp4@yopmail.com	Sent	0	0
<input type="checkbox"/>	customernew1810@yopmail.c...	Sent	0	0

At the bottom of the table, there is a pagination control showing page 5 of 33, and a dropdown menu for rows per page with options 5, 10, 15, 20, and 100.

- The tiles at the top show statistics about your account usage
- The control icons above the table let you distribute licenses, add customer websites, send activation emails and more.
 - The controls can also be accessed from the menu at the top right:



- The table shows a list of your customers.
- Each row in the table shows details of one customer
 - Click a row to view the customer's licenses and protected websites. See **View Customer Details** if you need more on this screen.

Customer and License Management - Columns and Controls	
Column Header	Description
Customer	The email address of the registered customer.
Account Activation Email	<p>The status of the activation mail sent to customers the first time you distribute a license to them. Possible values are:</p> <ul style="list-style-type: none"> • Sent • Sending • Not Sent Yet • Failed • Already active <p>These mails are sent automatically, but you can manually send the mail if required. To do this:</p> <ul style="list-style-type: none"> • Select the customer • Click the email icon in the action menu. • See Send Account Activation Email if you need help with this.
Valid Licenses Count	The number of active domain licenses held by the customer. This includes licenses already associated with websites and any unused licenses. You can associate unused licenses with a customer website in the 'Customer details' screen. See View Customer Details and Licenses for more details.
Sites on cWatch	Number of customer websites registered for cWatch protection.
Controls	
	Add a new customer. See Add a single customer for help with this.
	Add multiple customers at once from a CSV file. See Import customers from a CSV file for more details
	Distribute new licenses to a customer. See Distribute Licenses for more details
	Deactivate a customer license. See Deactivate a Customer License for more details
	Add a website for a customer. See Add Customer Websites One by One for more details
	Import multiple websites for a customer from a CSV file. See Import Customer Websites from a CSV file for more details
	Send an account activation email to a customer. See Send Account Activation Email for more details

Filter and Search Options:

- Start typing the email address of a customer in the 'Filter' field at the top-right of the table
- The customers with email addresses matching your criteria are shown in the list.
- The table shows five customers per page.
 - Use the number buttons at bottom-right to choose how many customers are shown per page
 - Use the page numbers at the bottom left to navigate through the pages

View Customer Details and Licenses

- The 'Customer Details' screen shows a customer's contact information, licenses and websites.
- You can download a report of customer licenses and websites as a CSV file
- This screen also lets you upgrade and renew licenses, and associate unused licenses with websites.

To open the 'Customer Details' screen

- Open the 'Customer and License Management' tab
- Click on the customer whose details you want to view:

The screenshot shows the 'Customer and License Management' interface. At the top, there are several icons for user management and a 'Filter' input field. Below this is a table of customers with columns for 'Customer', 'Account Activation Email', 'Valid License Count', and 'Sites on cWatch'. The first row is selected, showing 'johndoe@example.com' with 'Sent' activation email, 7 valid licenses, and 3 sites on cWatch. A red arrow points to this row. Below the table, the 'Customer Details' modal is open for 'johndoe@example.com'. It displays contact information: Name: John, Surname: Doe, Country: Argentina, Email: johndoe@example.com. Under the 'Licenses' section, there is a download icon and a table of licenses.

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Starter Paid w...			2018-10-11	2018-12-11	NO	Valid	
Basic (Detecti...	mckinsey.com	Completed	2018-11-09	Unlimited	NO	Valid	
Premium	yetanothersite...	Completed	2018-10-11	2018-12-11	NO	Valid	
Pro Trial 30 D...			2018-11-09	2018-12-09	NO	Valid	
Basic (Detecti...			2018-11-27	Unlimited	NO	Valid	
Pro (Dropped ...	autodiscover...	Completed	2018-10-11	2018-11-11	NO	Not Valid	
Premium			2018-10-11	2018-10-11	NO	Not Valid	

Close

Licenses - Column Descriptions

Column Header	Description
Type	The kind of license. See Membership Plans to view the features covered by each

	license type.
Site Name	Website associated with the license
Site Provisioning	Progress of activating cWatch on the site. cWatch protection is active when this column says 'Completed'.
Order Date	Date at which the license was distributed to the customer
Expiration Date	The date till which the license is valid
Auto Renewal	Whether the license is set to auto-renew when it expires.
Status	Whether the license is active or expired
Actions	<p>Controls to upgrade the license, renew the license, or associate unused licenses with a website.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> • Add a new website and associate with a license • Upgrade a License • Renew a License

Add a new website and associate with a license

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all licenses distributed to the customer.
- Locate a valid, unused license.
- Click the 'Add Website' button in the 'Actions' column

The 'Add Sites' wizard starts:

Licenses



Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Starter Paid ...			2018-10-11	2018-12-11	NO	Not Valid	
Basic (Dete...	mckinsey.c...	Completed	2018-11-09	Unlimited	NO	Valid	
Premium	yetanothersi...	Completed	2018-10-11	2018-12-11	NO	Valid	
Pro Trial 30 ...			2018-11-09	2018-12-09	NO	Valid	
Basic (Dete...			2018-10-11	Unlimited	NO	Valid	
Premium			2018-10-11	2018-10-11	NO	Not Valid	
Premium Tri			2018-11-10	2019-01-10	NO	Valid	

Add Sites

herculespopular22@gmail.com

1 Define Sites
2 Submit
3 Done

Customer
herculespopular22@gm...

License
Basic (Detection) (1 Sites)

Dns Service
Initiate DNS and Auto SSL

(subdomain.)example.com without http(s)://

Initiate Dns will start scanning of DNS records. *Auto SSL* installs Comodo's Free SSL Certificate.

Close
Add Item
Next

- **Customer** - The customer email address is pre-populated
- **Domain** - Enter the URL of the website. E.g. example.com or subdomain.example.com.
- **License** - The license which will be distributed to the customer. This is pre-populated with the license you chose in the previous step.
- **DNS Service** - Configure the DNS settings for the website. The available options available are:
 - **No DNS** - Add a website but don't use Comodo DNS. DNS must be setup later by you or the customer in order to configure cWatch protection.
 - **Initiate DNS** - cWatch retrieves the DNS records of the website then implements these records in cWatch (dnsByComodo service). Your customer now only needs to point their name servers to cWatch in order to enable the service. This saves your customer the step of adding CNAME and A records to cWatch for each of their sites.
 - **Initiate DNS and Auto SSL** - Configures DNS as explained above and also provides the customer with a free SSL certificate. The process first checks if the customer's name servers are pointing to dnsByComodo. After verification, cWatch generates a key pair, requests the certificate, creates a CNAME DNS record on dnsbyComodo, validates the domain, collects the certificate and installs it on cWatch edge servers.
The certificate will encrypt traffic between the CDN servers and the website's visitors. It will not secure the connection between the customer's server (where the site is hosted) and the CDN (where the customer's website is cached).

- Click 'Next'.
- A confirmation screen appears:

Define Sites 2 Submit 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

Customer	License Title	Domain Name	DNS-SSL	Expiration Date	Auto Renewal
herculespopular22@gmail.c...	Basic (Detection)	coyoterunner.com	DNS and auto SSL	Auto Renewal	NO

Close Back **Submit**

- Review your settings and parameters
 - Click 'Back' if you want to edit any details
- Click 'Submit' to add the website

Add Sites

herculespopular22@gmail.com

Define Sites Submit 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

Close

cWatch protection is enabled on the site once provisioning is complete. You can see the progress in the 'Site Provisioning' column of the customer details screen:

Pro Trial 30 Days		2018-11-09	2018-12-09	NO	Valid	
Basic (Detection)	coyoterunner.com	Completed	2018-10-11	Unlimited	NO	Valid
Premium			2018-10-11	2018-10-11	NO	Not Valid

Upgrade a License

- You can upgrade the license on customer website at anytime to improve its protection levels.
- For example, a free basic license can be upgraded to a paid 'Starter', Pro' or 'Premium' license.
- See **Membership Plans** for details on the features of each license.

The following table shows valid license upgrade paths:


Existing License	Eligible Upgrades
Basic	Starter, Pro, Premium.
Pro Trial 30	Starter, Pro, Premium.
Pro Trial 60	Starter, Pro, Premium.
Premium Trial 30	Starter, Pro, Premium.
Premium Trial 60	Starter, Pro, Premium.
Starter	Pro, Premium.
Pro	Premium.

The following licenses will auto-upgrade to the paid version at the end of the 30 day trial:

- Starter Paid with Trial
- Pro Paid with Trial
- Premium Paid with Trial
- The customer account should have enough valid, unused licenses for upgrades.

Upgrade a license

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all licenses distributed to the customer.
- Locate a valid, unused license.
- Click the 'Upgrade' button that appears
- The 'Upgrade Site License' wizard starts:

Basic (Dete...	coyoterunne...	Completed	2018-11-09	Unlimited	NO	Valid	
Premium			2018-10-11	2018-12-07	NO	Not Valid	

Upgrade Site License

herculespopular22@gmail.com

1 Upgrade License ————— 2 Submit ————— 3 Done


Site: coyoterunner.com
Current License: Basic (Detection) (1 Sites)

License

- **'License' drop-down** - Choose the license to which you want to upgrade and click 'Next':

Upgrade Site License

herculespopular22@gmail.com

 Upgrade License ————— 2 Submit ————— 3 Done

Site: coyoterunner.com
Current License: Basic (Detection) (1 Sites)
License to be upgraded: Pro (1 Sites / 30 Days Left)

- Click 'Back' to change settings, if required
- Click 'Submit' to apply the license change.

✓ License is upgraded successfully

Upgrade Site License

herculespopular22@gmail.com

1 Upgrade License ————— 2 Submit ————— 3 Done

Site: coyoterunner.com

Current License: Pro (1 Sites / 31 Days Left)

**License upgrade completed

Close

Renew a License

- On lapse of the validity period of a paid license, the associated website is automatically dropped to free 'Basic' license type.

Customer Details

herculespopular22@gmail.com

Name: Hercules

Surname: Popular

Country: Argentina

Email: herculespopular22@gmail.com

Licenses

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Basic (Detection)	coyoterunner.com	Completed	2018-11-27	Unlimited	NO	Valid	
Pro (Dropped to basic)	zombiessleeping.com	Completed	2018-10-11	2018-11-11	NO	Not Valid	↑
Premium			2018-12-07	2019-01-07	NO	Valid	

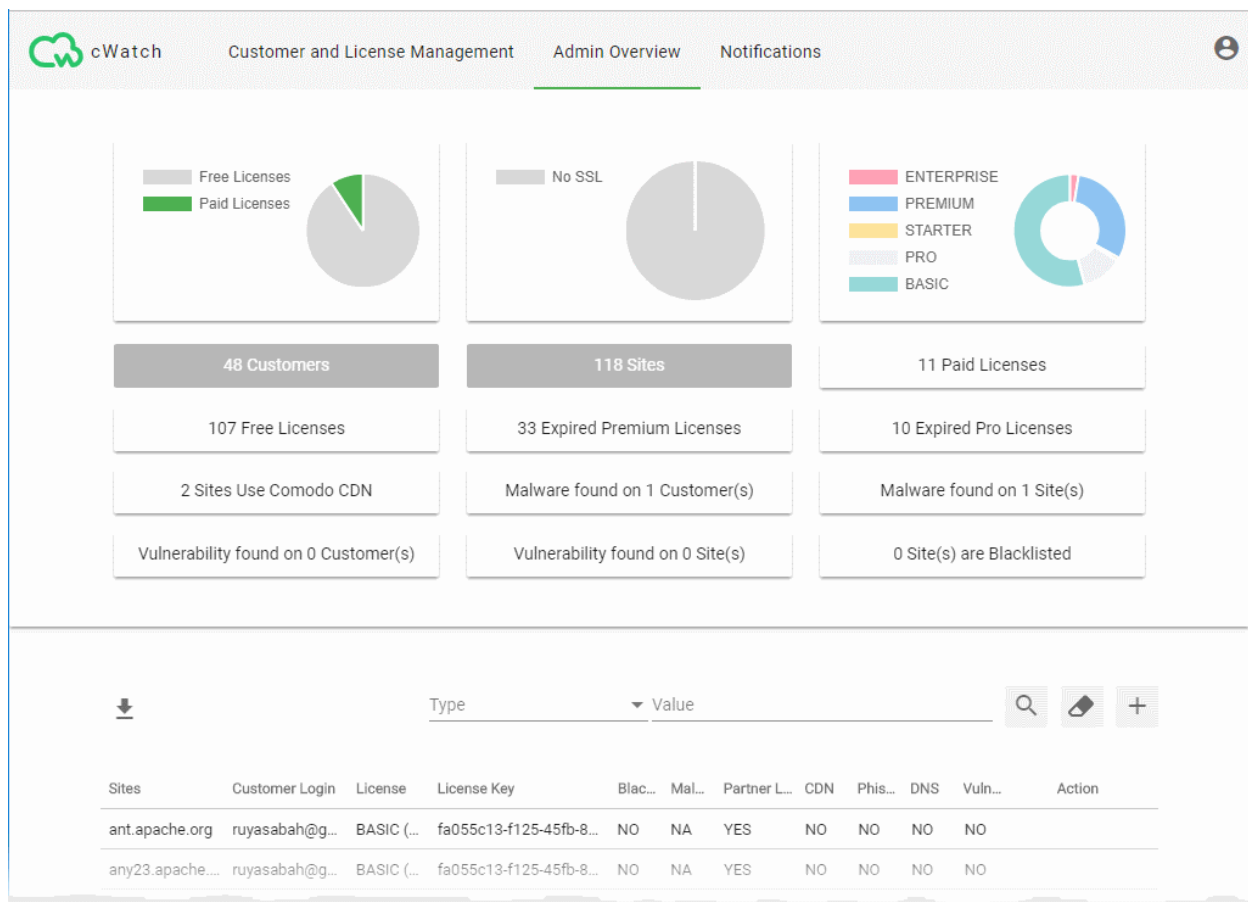
Close

Refresh

- You can upgrade the license to a paid license depending on the protection level required for the website.
- The process is similar to upgrading a license. See the **explanation of upgrading a license** given above for guidance on this.

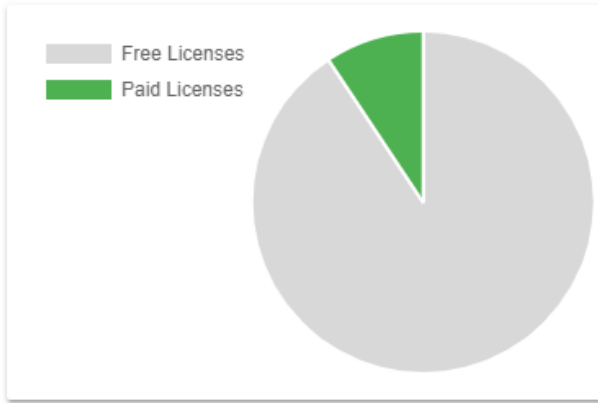
Admin Overview

- Click 'Admin Overview' in the top-menu to open this interface
- The admin overview is a single pane of glass through which you can monitor the health of all customer websites.
- It summarizes the security status of managed websites and provides a launchpad from which you can investigate and configure each site's protection
- The interface lets you login to a customer's cWatch account without needing their username and password. This is useful for troubleshooting and configuration.
- You can also remove customer sites that no longer need cWatch protection.



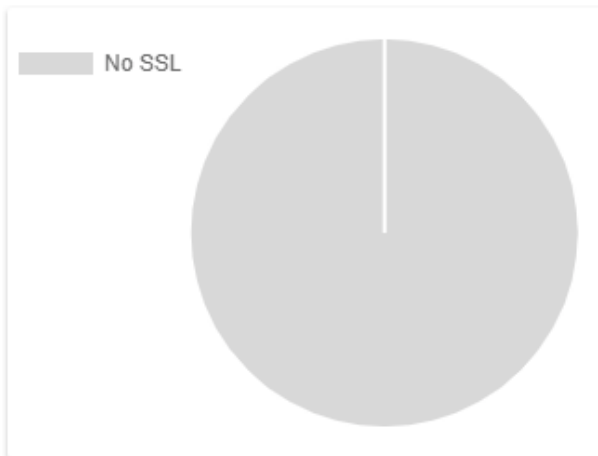
The top-half of the screen shows website statistics while the lower half shows configuration and license details.

Pie charts:



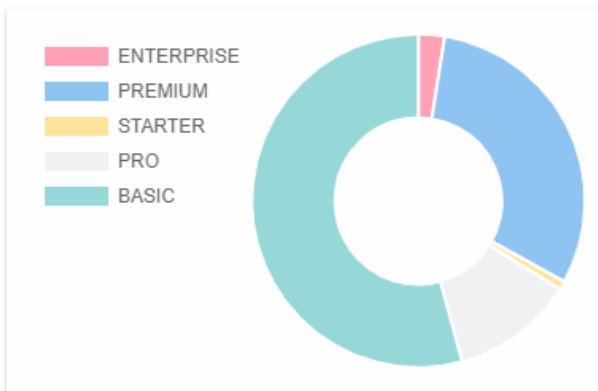
Free - Paid Licenses:

- Shows the distribution of free and paid licenses on your managed sites.
- Place your mouse over a sector to view the number of licenses in that category.



SSL Secured Domains:

- Shows the how many of your sites are protected with an SSL certificate versus those that are not.
- Place your mouse over a sector to view the number of websites in that category



License Types:

- Shows which types of cWatch licenses are used on your websites.
- See **Membership Plans** for details on the features of each license.
- Place your mouse over a sector to view the number of websites with that license type

- The tiles under the charts show key facts about your cWatch environment. They also act as quick filters to the list of websites in the lower half:

6383 Customers	7948 Sites	1960 Paid Licenses
5988 Free Licenses	452 Expired Premium Licenses	920 Expired Pro Licenses
641 Sites Use Comodo CDN	Malware found on 263 Customer(s)	Malware found on 298 Site(s)
Vulnerability found on 599 Customer(s)	Vulnerability found on 646 Site(s)	33 Site(s) are Blacklisted

- Click a tile to filter the list of sites by the criteria on the tile.

- Example: Click the 'Malware Found...' tile to view only sites that have live malware.
- Click the tile again to exclude sites that match the criteria on the tile
 - Example: Click the 'Malware Found' tile twice to only view sites that do not have malware.
- You can use the tiles in combination. The filters are concatenated with an AND operator.

Examples:

- Click the 'Malware Found' and 'Vulnerability Found' tiles to view sites which have both live malware AND unresolved vulnerabilities.
- Click 'Malware Found' once and 'Vulnerability Found' twice to view sites which have malware but do not have vulnerabilities.
- Click 'Malware Found' and 'Vulnerability Found' twice each to view sites that have neither malware nor vulnerabilities.

The applied filters are shown above the results:

Key	Blackli...	Malwa...	Partner Lice...	CDN	Phishi...	DNS	Vulner...	Action
2e-1232-4a4d-9dfb-e95...	NO	YES	NO	NO	NO	YES	NO	
1947b-44d6-b7e7-641...	NO	YES	NO	NO	NO	YES	NO	

- Click the 'x' button at the right of the filter to remove it

The lower pane shows a list of customer websites with their license details and results from cWatch scans:

Sites	Customer Login	License	License Key	Blacklis...	Malware	Partner Licen...	CDN	Phishing	DNS	Vulnera...	Action
hercule.com	herculespopular22@g...	PRO	2536134c-3473-44e9-b5d8-6655c...	NO	NA	YES	NO	NO	NO	NA	
homecompany.de	ruyasabah@gmail.com	BASIC (Dropp...	fa055c13-f125-45fb-8673-913201f...	NO	NA	YES	NO	NO	YES	NO	
hottopic.com	test3_lu@yopmail.com	PRO (Drope...	ef448d21-91a5-41ef-ac2e-ec0d71...	NO	NA	YES	NO	NO	NO	NO	
impossible.com	cust1137@yopmail.com	PREMIUM (Dr...	03365dd7-62f8-4e46-b6d8-4cd32c...	NO	NA	YES	NO	NO	NO	NO	
jambase.com	pp20183006@yopmail...	BASIC	83256167-8226-45bb-913e-420c4...	NO	NA	YES	NO	NO	YES	NA	

Websites - Column Descriptions	
Column Header	Descriptions
Sites	The domain name of the site
Customer Login	The customer account under which the website is registered
License	The type of license associated with the domain. The protection features applied to the site depends on the license type. <ul style="list-style-type: none"> • See Membership Plans to view the features covered by each license type.
License Key	Unique string which identifies the license.
Blacklisted	Is the site present on any well-known lists of dangerous websites? Blacklists monitored

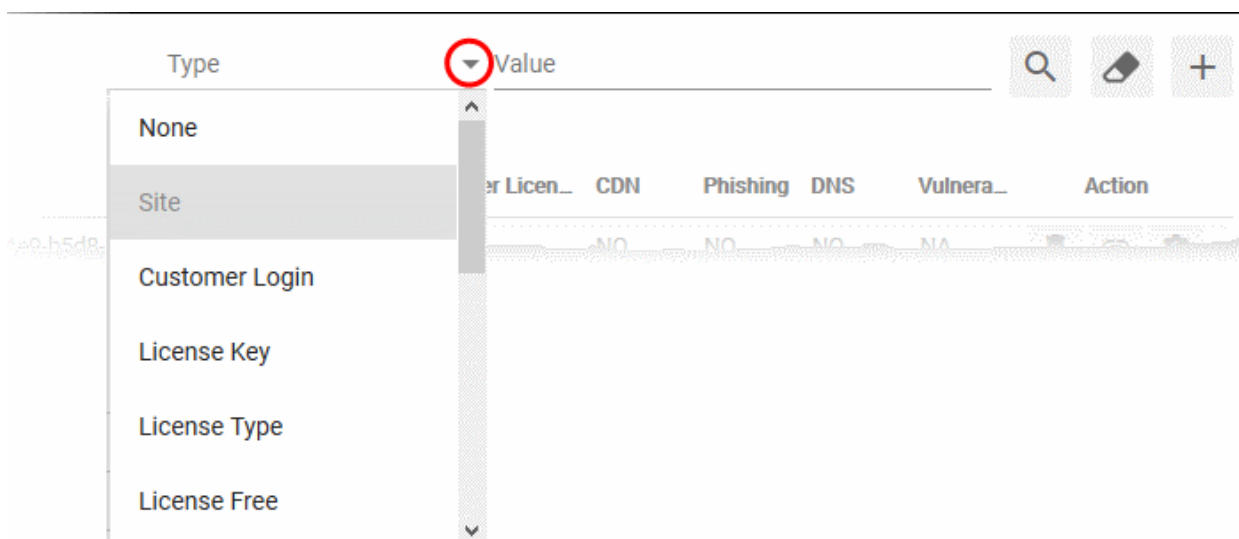
	by cWatch include Google Safe Browsing, Phishtank and Comodo Valkyrie.
Malware	Was malware found on the site by the most recent virus scan?
Partner License	Whether the license for the website was distributed by a Comodo partner
CDN	Is the cWatch CDN (content delivery network) enabled on the site?
Phishing	Does the site host pages which have been used as part of a phishing attack?
DNS	Is the site configured to use the Comodo DNS service? Comodo DNS is required if you want to take advantage of the CDN and WAF services.
Vulnerabilities	Were any of the top 10 OWASP threats or WordPress vulnerabilities found on the site?
Actions	<p>Controls to login to the customer portal, configure malware scan settings for the website and remove the website from cWatch protection.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> • Login to Customer's Account • Configure Website for cWatch protection • Remove a Website

See the following sections for more help with the interface:

- [Export websites to CSV file](#)
- [Login to a customer account and manage their websites](#)
- [Configure a website for cWatch protection](#)
- [Remove a website](#)

Filtering Options:

- Click the tiles in the upper pane to filter sites by license, malware, vulnerability and blacklist status.
- The fields at top-right also let you create custom filters:



- Select your filter category from the 'Type' drop-down
- Enter / select your search criteria in the 'Value' field

- Click the '+' icon to add more filter conditions
- Click the magnifying glass icon to filter the websites based on your search criteria
- Click the eraser icon to clear the filters and view the complete list of websites

Export websites to CSV file

- Click the 'Admin Overview' link in the top-menu


The lower pane shows managed websites along with license and scan details.

- Apply any filters you require. See **Filtering Options** above if you need help with this.
- Click the 'Download' arrow at the top-left of the list
- This will generate a CSV file of the sites you requested.

Login to a Customer Account and Manage their Websites

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

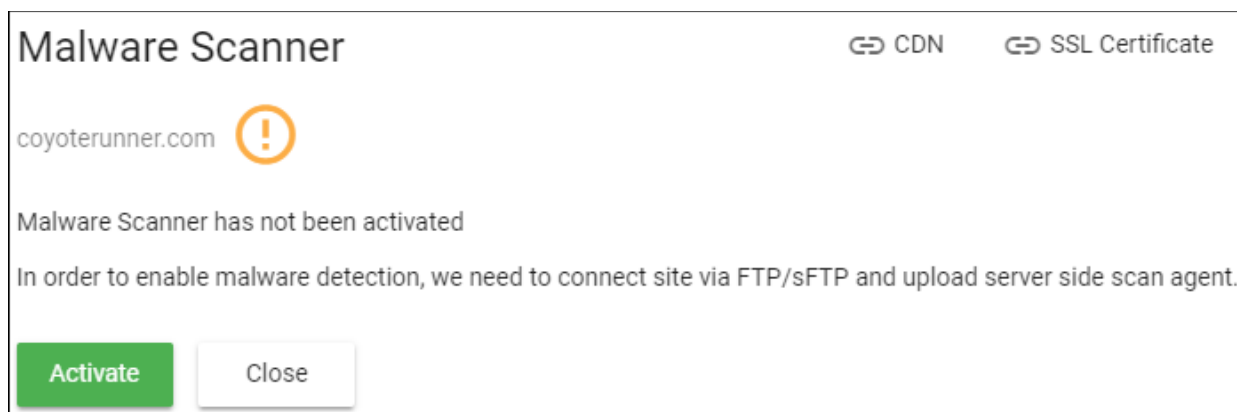
- Identify the website you want to manage.
- Click the chain link button  in the 'Actions' column
- This opens the dashboard of the customer to whom the site is registered.
- You can perform all management actions on customer sites from this interface. This includes malware scans, malware removal requests, custom firewall rules and more. See the cWatch admin guide at <https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Comodo-cWatch-Web-Security.html> for detailed information on the products capabilities.

Configure a website for cWatch Protection

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- This opens the domain settings screen for the site:



The settings screen contains three tabs:

- **Malware Scanner** - Activate virus scans on the site.
- **CDN** - Configure CDN cache management settings for the site.
- **SSL Certificate** - Upload the SSL certificate used to secure the site if it is using HTTPS


Activate Malware Scanner for a Website

- You need to upload the cWatch agent to the site to activate malware scans.
- You need to provide access details to the site if you want cWatch to automatically upload the file.
 - Alternatively, you can simply download the agent and copy it to the site manually.

Activate the malware scanner


- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website on which you want to activate malware scans.
- Click the gear icon  in the 'Actions' column
- Click the 'Malware Scanner' tab at top-right if it is not already open

Malware Scanner

CDN
SSL Certificate

coyoterunner.com 

Malware Scanner has not been activated

In order to enable malware detection, we need to connect site via FTP/sFTP and upload server side scan agent.

Activate
Close


- Click 'Activate'

The activation wizard starts:

- Complete the all fields in 'Step 1 - Enter FTP Credentials and click 'Enable Scanner'

Malware Scanner

CDN
SSL Certificate

coyoterunner.com 

1 Enter FTP Credentials and click 'Enable Scanner'
2 Malware scanner is being activated

Please fill the form below and click 'Enable Scanner'. A scan will start automatically once the scanner is enabled.

FTP/sFTP

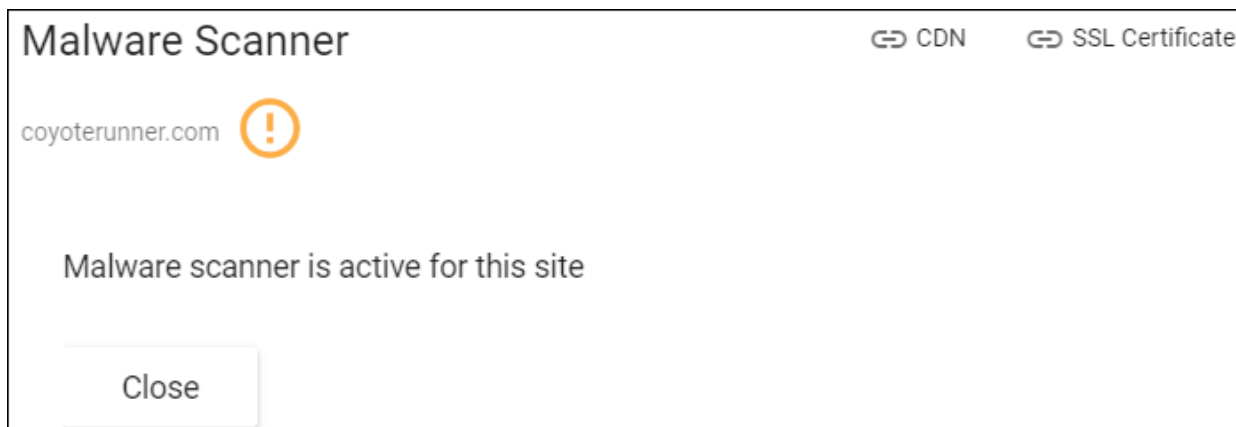
FTP

For root path put "/". Sample path: "/path/to/folder".

Enable Scanner
Close

- **Connection Type** - Select 'FTP' or 'SFTP' depending on the server type used by the website
 - SFTP uses an encrypted connection.
- **Hostname** - The IP address or hostname of the server

- **Username / Password** - Login credentials to the server.
- **Directory** - Location to which cWatch should upload the scanner agent. This must be publicly accessible.
- **Port** - The server port to which cWatch should connect to upload the agent
- Click 'Enable Scanner'
- cWatch will upload the agent and activate the malware scanner.



- Once done, cWatch will run scheduled scans on all files hosted on the website. The site admin can also start scans on the site from the 'Malware Scans' page of the customer portal. See <http://help.comodo.com/topic-285-1-848-11011-Malware-Scans.html> for more details on this.

Configure CDN Cache Management Settings for a site

- The Content Delivery Network (CDN) improves performance and security of client websites.
- You have to configure the site to use Comodo DNS if you want to use the CDN. This can be done in the customer portal. See <http://help.comodo.com/topic-285-1-848-12463-Domain-Configuration-Instructions.html> for help to do this.


Once configured, the CDN service will:

- Accelerate performance by serving site content from data centers closest to your visitor's location.
- Forward event logs to the Comodo CSOC team who will monitor your traffic to identify anomalous behavior and threats.
- Implement Comodo web application firewall protection on your domains. The CSOC team constantly improves the Mod Security rules in the firewall to provide cutting edge protection for your customers.

To configure CDN Settings

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- Click the 'CDN' tab at top-right

Domain Settings - CDN

[Malware Scanner](#) [SSL Certificate](#)

coyoterunner.com

Cache Settings ▾

Set Default Cache Time: 1 Day Cache Control Header: 1 Day ▾

Serve Expired Content
 Treat as separate cacheable item
 Ignore Cache Control

- **Cache Settings** - Configure how website content is rendered
- **Purge Files** - Clear the files on the edge servers

Cache Settings:

- Select 'Cache Settings' in the drop-down at top-left
- Configure the following:

Cache Settings - Table of Parameters	
Parameter	Description
Set Default Cache Time	<p>How long the CDN should store content fetched from the origin web server. Cached content is delivered to website visitors until this time period expires. After this, the CDN will reconnect to the site and refresh the content.</p> <p>This is useful if your site's cache control headers (CCH) are not used or ignored by the browser on your visitors computer.</p> <p>Background Note: Cache control headers are used to specify how long content fetched from site should remain in the browser cache. The local cache is used by the browser to render the site when it is re-visited by the user, avoiding the need to fetch the content again from the server.</p>
Cache Control Header	<p>The validity period of the CCH on the end-user's web browser. See 'Background Note' above.</p> <p>This setting lets you control how long cached content should be stored visitor's web browsers.</p>
Serve Expired Content	<p>CDN to delivers expired content when:</p> <ul style="list-style-type: none"> • The CDN is currently checking the website for updated content • The website is down. <p>Use the switch to enable or disable this option</p>
Treat as separate cacheable item	<p>Web-pages with query string parameters (e.g. '?q=something') will be cached as separate files.</p> <p>This will instruct the CDN to update cached files whenever the original pages are</p>

	<p>updated.</p> <p>Use the switch to enable or disable this option</p>
Ignore Cache Control	<p>Visitor's browsers will disregard the time to live (TTL) and header expiry settings of the web-pages.</p> <p>Web browsers will use the 'Set default cache time' setting for the cache time.</p> <ul style="list-style-type: none"> • Use the switch to enable or disable this option

- Click 'Update' for our settings to take effect

Purge Files:

You can manually clear cached content from edge servers if you want to immediately push fresh content.

- Select 'Purge Files' from the drop-down at top-left

Domain Settings - CDN
Malware Scanner
SSL Certificate

pentests.site

Purge Files ▾

Purge All Files

File Path

Close
Add Path
Purge

Purge CDN Cache on Edge Servers	
Purge All Files	<p>Remove all files from the cache. The CDN is forced to reload the website the next time the files are requested.</p> <ul style="list-style-type: none"> • Click 'Purge'
Purge Individual Files	<p>Remove specific files from the cache. CDN will reload only those files the next time same files are requested.</p> <ul style="list-style-type: none"> • Enter the URI of the file in the File Path field • Click the 'Add Path' button to add more file paths • Click 'Purge'

Upload an SSL certificate for a Website

- An SSL/TLS certificate is placed on a website to authenticate the domain owner and encrypt all data that passes between the site visitor and the web server.
- Sites that use an SSL certificate have a URL that begins with HTTPS. For example, <https://www.example.com>

cWatch lets you to upload an SSL certificate which is already in use on a website. This will encrypt traffic between

the CDN and the origin website.


- Encrypts traffic between the origin server and cWatch CDN servers
- Eliminates privacy risks & vulnerabilities such as eavesdropping and man-in-the-middle attacks

Prerequisite - You should have the certificate and keys ready.


To upload an SSL certificate to a website

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- Click the 'SSL Certificate' tab at top-right

SSL Certificate
CDN Malware Scanner

coyoterunner.com 

1 Enter SSL Certificate
2 Done

Certificate	SSL Chain Certificate (Optional)	Certificate Key
<small>Paste the certificate PEM content that you received upon issuance of your SSL Certificate registered with a trusted Certificate Authority (i.e. Comodo CA)</small>	<small>Paste all of the intermediate certificates required to verify the subject identified by the end certificate</small>	<small>Paste your certificate's Private Key. This is needed to encrypt data that is sent out. We safely store all private keys. NEVER share your key with anyone other than us.</small>
<input type="button" value="Close"/>	<input type="button" value="Upload certificate"/>	

SSL Certificate Settings - Table of Parameters	
Parameter	Description
Certificate	<p>Paste the content of your certificate. For example, the content you are looking for is something like this:</p> <pre> -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGEwJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA1 UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXDT A1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDVQ QHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwtIZXJvbm cgWwFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBew KE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcGmtcLFuQTWDl3RAg MBAAGj </pre>

	<pre> gbEwga4wHQYDVR0OBByEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdIw R4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQGEwJDTjELMA kGA1UE CBMCUE4xCzAJBgNVBActAkNOMQswCQYDVQKKEwJPTjELMAkGA1UECzMVU 4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIhvc NAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVvFWUQOmsPue9rZBgO -----END CERTIFICATE----- </pre>
SSL Chain Certificate	If your certificate contains an intermediate certificate then paste it here. If not, leave this field blank.
Certificate Key	Private key of your certificate

- Enter the parameters and click 'Upload'

SSL Certificate

CDN
Malware Scanner

coyoterunner.com !

1 Enter SSL Certificate

2 Done

Close

Done


The certificate will be uploaded to the CDN servers to encrypt traffic between the CDN and the origin website.

Remove a website

Note. Removing a website will also invalidate any licenses associated with the site.

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the trash can button  in the 'Actions' column
- A confirmation screen appears:

Remove Site

coyoterunner.com

Warning: If you remove this site you will not be able to resuscitate it later.

All information will be deleted.

Do you still want to remove "coyoterunner.com"?

Enter Site Name

*If you have configured your DNS remember to roll back your changes.

Close



Delete

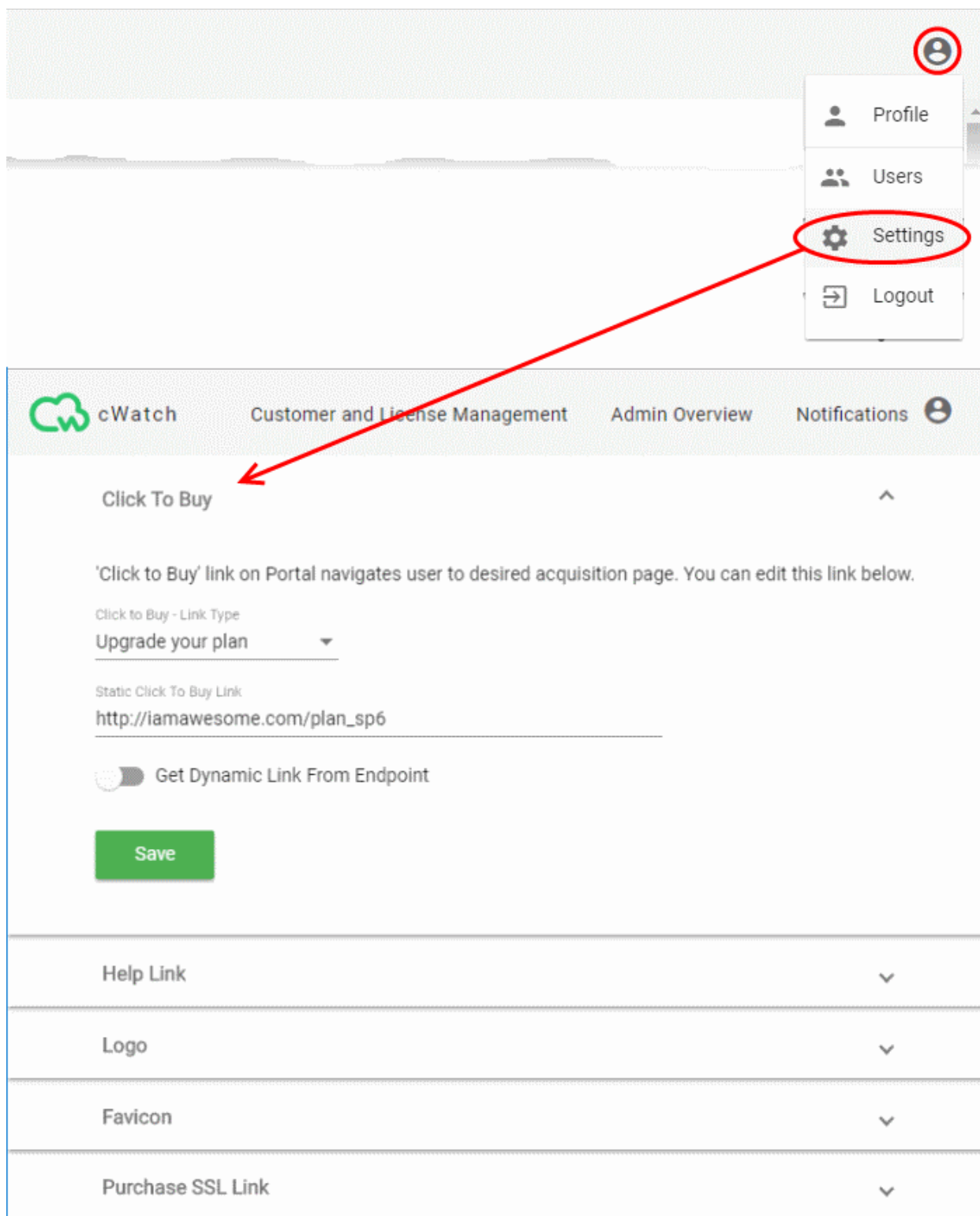
- Enter the domain name of the website in the 'Enter Site Name' field for confirmation
- Click 'Delete'

Configure Additional Settings

- Click the 'Profile' icon at top-right and choose 'Settings'
- The 'Settings' interface lets you add your own logo, support links and more to the portal that your customers login to.
- You can also set custom purchase links for SSL certificates and cWatch licenses and direct customers to the purchase pages of your choice.

To access the 'Settings' interface

- Click the 'Profile' icon at top-right and choose 'Settings'



See the following sections for more help with the settings interface:

- [White Label your Customer Portal](#)
- [Set License Purchase Links](#)
- [Set SSL Certificate Purchase Link](#)

White Label your Customer Portal

- cWatch lets you customize the appearance of the cWatch portal for your customers

- You can re-brand your customer portal with:
 - Your own company logo - displayed on the header of all pages in your customer portal
 - Your favicon - displayed on the browser address bar
 - Your help website for your customers to be directed when requiring support

Change the logo image

- The product logo is shown on the login page and header of all pages in the customer portal
- By default, the cWatch logo is used in your customer portal

To change the logo image

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the 'Logo' stripe


The screenshot shows a settings interface for changing the logo image. At the top, there is a 'Help Link' dropdown menu. Below it is a 'Logo' section with an upward arrow. A progress indicator shows three steps: 1. Please choose the image (active), 2. Preview, and 3. Done. Below the progress indicator, a text message states: 'Your logo will appear on the header of all pages in cWatch Customer Portal application'. The current logo is displayed, consisting of a green cloud-like icon with a 'w' inside, and the text 'cWatch' below it. Below the logo, the upload specifications are listed: 'Maximum upload file size: 500KB' and 'Dimensions: 240 x 120 or Width Height Ratio: 2/1'. At the bottom of the logo section, there are two buttons: 'Revert to Default' and 'Choose Image' (with an upload icon). Below the logo section is a 'Favicon' section with a downward arrow.

- Click 'Choose image' and navigate to the location of the image file and select it.
 - Accepted file format = .jpg, .png, and .gif
 - Maximum file size = 500 KB
 - Accepted maximum image size = 240 x 120 pixels
- A preview is shown:

Logo ^

1 Please choose the image ————— 2 Preview ————— 3 Done

This appears on the header of all pages in cWatch Customer Portal application



Back Upload


Favicon v

- Click 'Upload'

Help Link v

Logo ^

1 Please choose the image ————— 2 Preview ————— 3 Done



Choose Another Image

The image is uploaded to cWatch. Your custom logo will be shown on the header of your customer portal.

- Click 'Choose Another Image' and repeat the process if you want to change the logo

Change the Favicon image

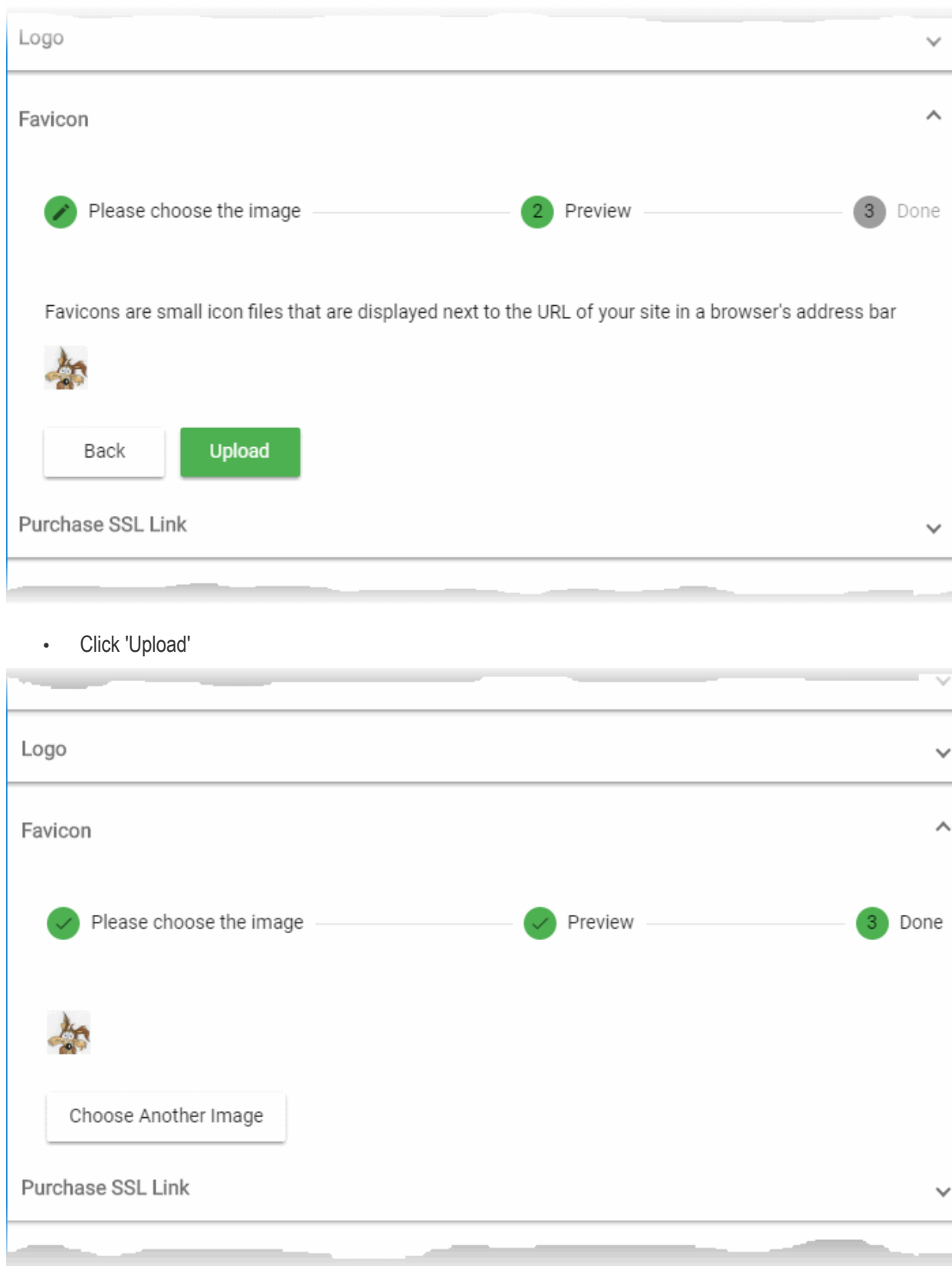
- Favicons are the small logos shown at the left of the browser tab when a customer visits your website.
- The cWatch logo is the default favicon on your customer portal. You can change this to your company logo if required.

Change the favicon image

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the 'Favicon' stripe

The screenshot shows a settings page with a 'Favicon' section. At the top, there is a 'Logo' section with a dropdown arrow. Below it is the 'Favicon' section, which is expanded. A progress bar at the top of the 'Favicon' section shows three steps: 1. Please choose the image (active), 2. Preview, and 3. Done. Below the progress bar, there is a text description: 'Favicons are small icon files that are displayed next to the URL of your site in a browser's address bar'. Underneath is a small cloud icon representing a missing image. Below the icon, the text reads: 'Maximum upload file size: 500KB' and 'Dimensions: 16x16 or 32x32'. At the bottom of the section, there are two buttons: 'Revert to Default' and 'Choose Image' (with an upload icon). Below the 'Favicon' section is a 'Purchase SSL Link' section with a dropdown arrow.

- Click 'Choose image' and navigate to the location of the image file and select it.
 - Accepted file format = .jpg, .png, and .gif
 - Maximum file size = 500 KB
 - Accepted maximum image sizes = 16 x 16 pixels and 32 x 32 pixels
- A preview is shown:



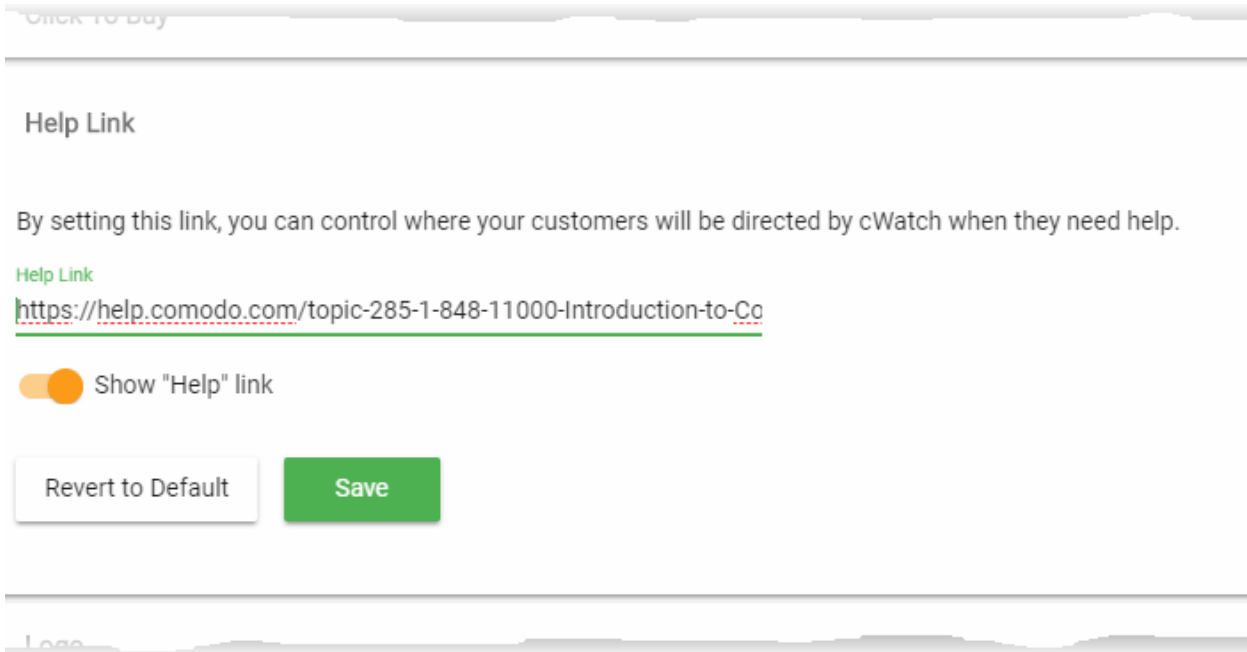
The image is uploaded to cWatch. Your custom favicon will be shown on the browser tab to your customer, when logging to your customer portal.

- Click 'Choose Another Image' and repeat the process if you want to change the logo

Change Support Website

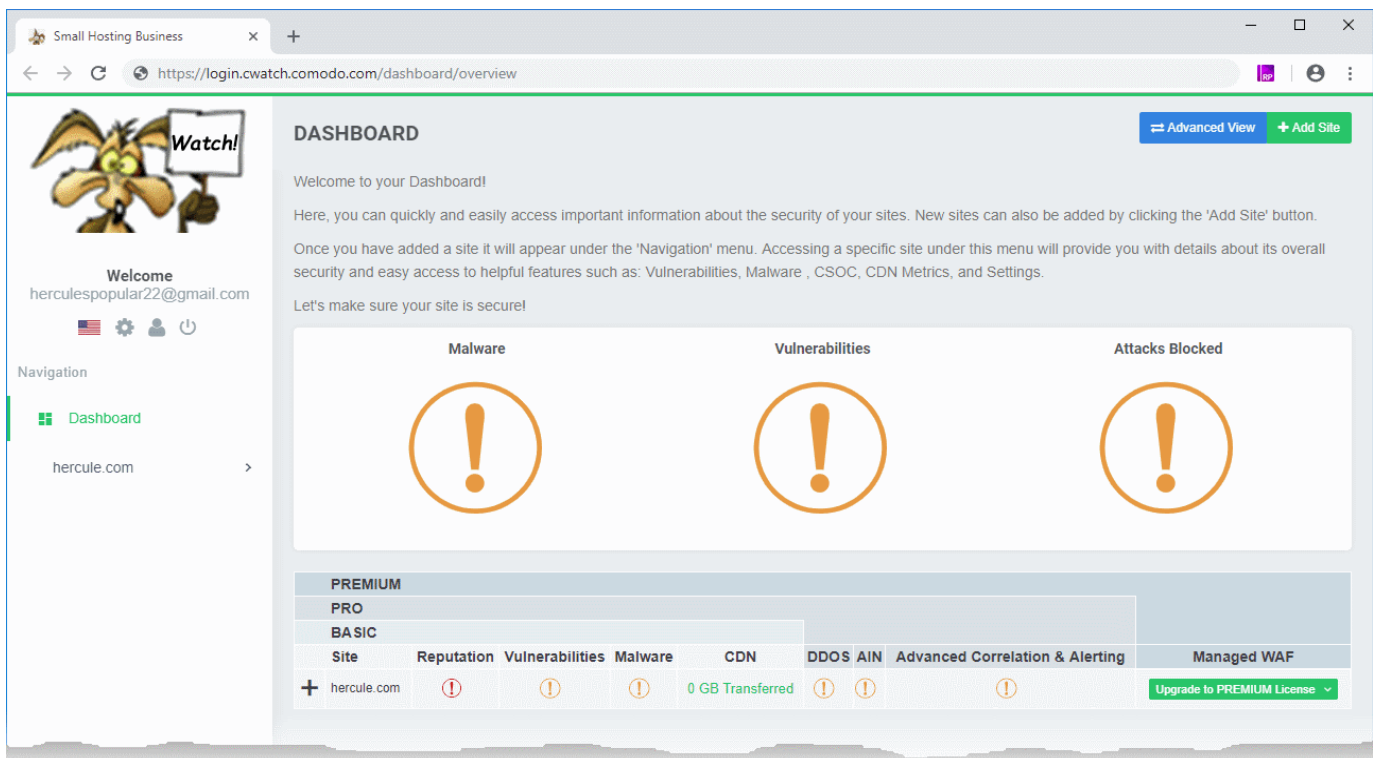
- The cWatch customer portal shows a 'Help' link in the footer

- Clicking the link takes the user to cWatch help guide at <https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Comodo-cWatch-Web-Security.html>
- You can change this link so it goes to your support web-page instead.
- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the 'Help Link' stripe



- Paste the URL of your support website in the 'Help Link' field
- Use the switch to choose whether or not the 'Help' link is to be shown in the footer of your customer portal
- Click 'Save'

An example of white-labelled cWatch customer portal is shown below:



Note: Following items are not available in the white-labelled customer portal:

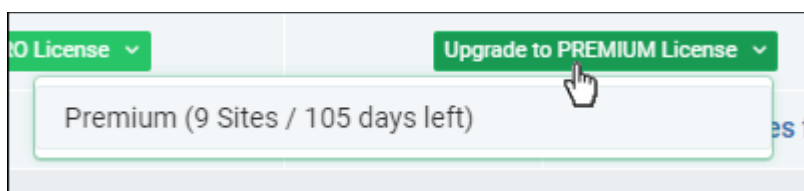
- The Forgot Password link in the login page
- The 'Terms and Conditions' link in the footer
- The copyright information displayed in the footer.

Set License Purchase Links

- By default, your customers are taken to a Comodo branded purchase page when they buy, upgrade or renew their license.
- You can change the purchase link so it takes customers to a purchase page of your choice.

FYI:

- The license upgrade link is located in 'Dashboard' > 'Advanced View' of the Dashboard in the customer portal.



- Customer clicks the 'Upgrade to Pro/Premium License' link. cWatch first checks if any licenses are available for the customer. If so, it will display these on the page.
- The customer selects the license they want to use
- If none are available then the customer is taken to the license purchase page. As explained above, this can be a Comodo branded page or a custom page of your choice.

To set license purchase links

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the 'Click to Buy' stripe if it is not already open

Click To Buy ^

'Click to Buy' link on Portal navigates user to desired acquisition page. You can edit this link below.

Click to Buy - Link Type
 ▼

Static Click To Buy Link

Get Dynamic Link From Endpoint

Help Link ▼

- **Click to Buy - Link Type** - Select the license type for which you want to set the purchase link from the drop-down. The available options are:
 - Upgrade your plan - Links to a page which shows your various product offerings and their prices. Example: <https://cwatch.comodo.com/plans.php>.
 - Upgrade to Pro - Links to your purchase page for 'Pro' licenses.
 - Upgrade to Premium - Links to your purchase page for 'Premium' licenses.
 - Renew - Link to the page where existing licensees can extend the duration of their license for another year.
- **Static Click to Buy link** - URL of the page you want customers to hit when they click the link type you selected above.
- **Get Dynamic Link From Endpoint** - When your customer clicks the purchase link, cWatch will contact your system and inform it of the customer's license information. The query parameters sent are user-email, domain and license key. Based on this information, your system can respond by telling cWatch to send the customer to a specific purchase page.
 For example, this allows partners to make sure all customers on higher plans are sent to a buy-page which only features higher plans. Please note this requires API integration.

This feature requires API integration. Contact your Comodo account manager for more help with this.

Tip: Set the same link for all license types if you have a single order form from which users select the license they want.

- Repeat the process to set the purchase page link for all license types
- Click 'Save' for your settings to take effect.

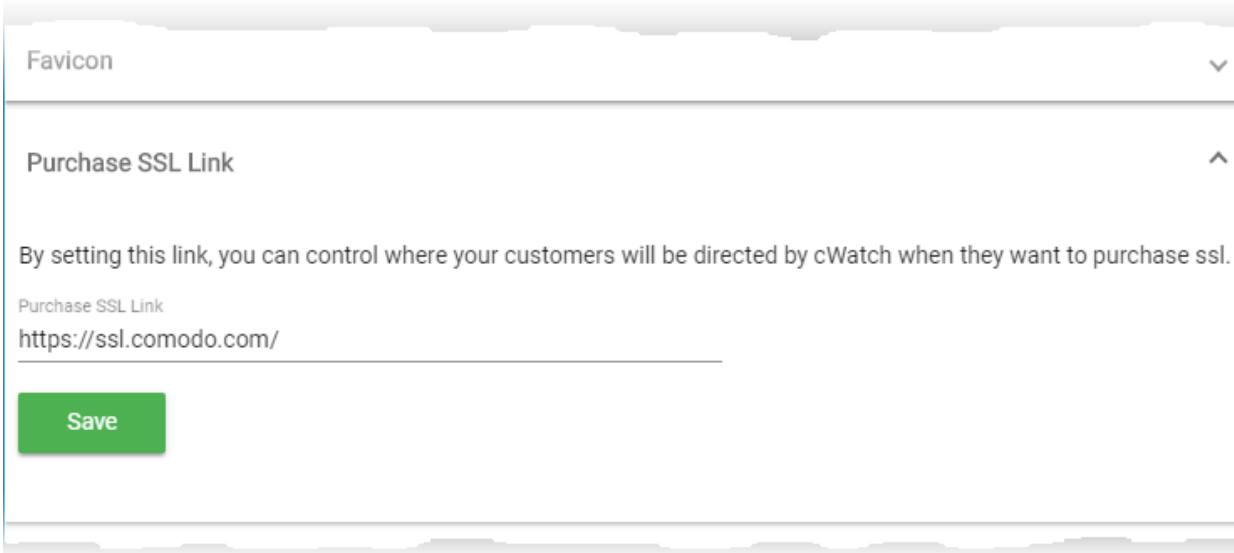
Set SSL Certificate Purchase Link

- Your customers can purchase an SSL certificate for their domains from your customer portal
- This purchase link is located in 'Website' > 'Settings' > 'SSL' tab

- The default link takes your customers to <https://ssl.comodo.com/>, a website operated by Sectigo certificate authority.
- You can change this link to a different SSL purchase page if required.

Set SSL certificate purchase link

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the 'Purchase SSL link' stripe



Favicon

Purchase SSL Link

By setting this link, you can control where your customers will be directed by cWatch when they want to purchase ssl.

Purchase SSL Link

Save

- Enter the URL of the SSL purchase page to which you want to send your customers.
- Click 'Save' for your settings to take effect.

Membership Plans

The following table shows the features and services available with each license type:

Feature/Service	Premium	Pro	Starter	Basic
Malware Detection and Removal				
Hack repair and restoration	✓	✓	One time / month	One time / month
Complete blacklist site removal	✓	✓	✗	✗
Spam and website filtering	✓	✓	✓	✓
Daily vulnerability (OWASP) detection scan	✓	✓	✓	✓
Trojan detection and protection	✓	✓	✓	✓
Vulnerability repair and restoration	✓	✓	One time / month	One time / month
Brand reputation monitoring	✓	✓	✓	✓
Traffic hijacking recovery	✓	✓	One time / month	One time / month
SEO poisoning recovery	✓	✓	One time / month	One time / month
Automatic advanced threat discovery	✓	✓	✓	✓
Automated malware removal	✓	✓	Two times / month	One time / month
Command and control server comm detection	✓	✓	✓	✓
Security Information and Event Management				
Real time threat and breach protection	✓	✓	✗	✗
Advanced persistent threat identification	✓	✓	✗	✗
Incident management and remediation	✓	✓	✗	✗
Anomaly search and detection	✓	✓	✗	✗
24/7 Cyber Security Operations Center				
Dedicated analyst	✓	✗	✗	✗
Expert tuning and configuration management	✓	✗	✗	✗
Reverse malware and suspect engineering	✓	✗	✗	✗
Threat investigation and analysis	✓	✗	✗	✗
Correlations over multiple incidents	✓	✓	✗	✗

Integration with threat intelligence	✓	✓	✓	✓
Alerting and incident escalations	✓	✓	✓	✓
Managed Web Application Firewall (WAF)				
Managed updates	✓	✓	✗	✗
Fine grained control	✓	✗	✗	✗
Bot protection	✓	✓	✗	✗
Scraping protection	✓	✓	✗	✗
Enterprise control	✓	✓	✗	✗
SQL injection prevention	✓	✓	✗	✗
XSS injection - cross site scripting protection	✓	✓	✗	✗
XMLRPC protection	✓	✓	✗	✗
Bruteforce protection	✓	✓	✗	✗
Block access via backdoor files	✓	✓	✗	✗
Illegal resource access protection	✓	✓	✗	✗
Blacklisting of clients, countries and Ips	✓	✓	✗	✗
Information reveal prevention	✓	✓	✗	✗
OWASP top 10 protection	✓	✓	✗	✗
WAF Rule update with customer request	✓	✗	✗	✗
Content Delivery Network (CDN)				
Layer 7 DDoS protection	✓	✓	✓	✓
Layer 3, 4, 5, 6 DDoS protection	✓	✓	✓	✓
Instant purge	✓	✓	✓	✓
Advanced website acceleration	✓	✓	✓	✓
Asset preloading	✓	✓	✓	✓
Cache / header settings	✓	✓	✓	✓
Anycast DNS	✓	✓	✓	✓
Uptime SLA	✓	✓	✓	✓
Speed	✓	✓	✓	✓
Scale	✓	✓	✓	✓
Load Balancing	✓	✓	✓	✓
HTTPS - SSL unique certificates	✓	✓	✓	✓

Performance Optimization	✓	✓	✓	✓
Technical Support				
24 / 7 chat	✓	✓	✓	✓
Planning	✓	✓	✗	✗
Installation	✓	✓	✓	✓
Training	✓	✓	✗	✗
Troubleshooting	✓	✓	✓	✓
Maintenance	✓	✓	✗	✗
Upgrades	✓	✓	✓	✓
Removal	✓	✓	One time / month	One time / month

Note: In the customer portal, the 'Starter' license shows as 'Basic' on websites to which it is applied.

Manage your CAM Account

- You will have received your Comodo Accounts Manager (CAM) account details after signing up as a partner / reseller with Comodo.
- The CAM interface lets you purchase licenses, track customer activity, deposit funds and more.
- Login to your CAM account at <https://accounts.comodo.com/login>
 - Use the same UN/PW as your cWatch account
- Click 'Services > 'Reseller Portal' (top-left):

The screenshot displays the Comodo Reseller Portal interface. At the top right, there is a summary of account balances: CA Reseller Balance (\$0.00 USD), CSS Reseller Balance (\$0.00 USD), and Current Bonus Balance (\$0.00 USD). Below this, a navigation bar includes 'Services', 'My Account', 'Help', and 'Contacts', with a 'Logout' link on the far right. The main content area is titled 'Reseller Portal' and includes a welcome message and the last visit date (18 Apr 10:25). A central 'Account Snapshot' section shows the CA Reseller Balance, CSS Account Balance, and total licenses purchased and activated. To the right, a 'Quick Links' section provides access to product prices, purchase history, and customer activations. Below this, the 'Purchase Licenses' section is divided into three columns: Comodo Security Products (with sub-sections for Customer and Enterprise Solutions), Comodo CA Products, and E-Commerce Solutions. At the bottom, a table titled 'My recent activity (last month)' shows a recent customer activation for cWatch Web Security - Premium FREE (1 Domain, 1 Month) on 2015-04-17 09:50:01.

The reseller portal allows you to...

- View your CSS account balance
- Deposit funds into your CSS account
- View total licenses purchased and activated
- Purchase other Comodo products

...and more.

Visit <https://help.comodo.com/topic-211-1-725-8860-The-Reseller-Portal.html> for detailed information about how to manage your CAM account.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

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